

# Zuree Refund Policy

Zuree, a product of Lighthouse Eko Limited.

**Effective Date:** 16/04/2025

## Welcome to Zuree!

Welcome to **Zuree**, a product of **Lighthouse Eko**. Zuree is a Website-as-a-Service (WaaS) platform that offers professionally designed and hosted websites on a quarterly or an annual subscription basis. By subscribing to Zuree, customers enjoy continuous access, maintenance, and support for their website.

This document outlines Zuree's refund policies.

## 1. Refund Policy

### 1.1 Subscription & Set-Up Fees

- Customers are required to complete payment, fill out a website questionnaire, and provide necessary content before development begins.
- Zuree delivers the first draft of a fully functional website within **seven (7) working days** after receiving all required information and confirmation of project commencement.
- The **first payment includes a non-refundable, one-time set-up fee** for configuration and deployment.
- If a customer fails to complete the questionnaire, the set-up fee remains non-refundable, even if the project has not commenced.

### 1.2 Refund Eligibility

Customers are eligible for a **full refund** if:

- The request is made within **30 calendar days** of the Date of Purchase, **and**
- The website questionnaire has **not yet been approved** by the Zuree team.

#### **If the Questionnaire is Submitted but Not Yet Approved**

You may still be eligible for a refund within the 30-day window if your questionnaire has been submitted but not yet approved.

#### **Refunds Are Not Allowed When:**

- The questionnaire has already been **approved** by the Zuree team.
- **More than 30 days** have passed since the purchase, regardless of questionnaire status.

### **1.3 Delayed Website Delivery**

If Zuree fails to deliver the first draft of your website within **seven (7) working days** from the date of questionnaire approval, and the delay is not due to the client's actions or inactions, partial service credits may be issued.

*Note: This compensation only applies if the delay was solely caused by Zuree.*

### **1.4 Custom Domain & Service Refunds**

- Refunds **exclude the cost of any purchased custom domain**.
- If no custom domain was selected or purchased, the full subscription amount (minus the non-refundable set-up fee) is refundable under the eligibility terms.

### **1.5 Cash Back Policy**

We prioritize customer satisfaction. If you are not fully satisfied, Zuree offers a **14-day cash back guarantee** to ensure peace of mind with every purchase.

## **2. Subscription Cancellation**

- If a user cancels their subscription, the website remains active **only for the duration already paid for**.
- No refunds are issued for any unused time in the remaining subscription period.
- If a subscription is canceled **after one month**, the website will be taken **offline**, and no refund will be issued.

## **3. Subscription Renewals**

- All subscriptions **auto-renew** annually unless canceled **before the renewal date**.
- No refunds are issued for failure to cancel before renewal.

## 4. Service Termination by Zuree

Zuree reserves the right to terminate a subscription under the following conditions:

- Violation of these Terms or acceptable use policies.
- Failure to provide required information within 14 days of payment.
- Engagement in illegal, fraudulent, or unethical activities.

*No refunds will be granted for terminated subscriptions resulting from policy violations.*

## 5. Plan Modifications (Upgrades/Downgrades)

- Customers may **upgrade or downgrade** their plans at any time.
- Downgrades take effect at the start of the next billing cycle; **no refunds** for mid-cycle downgrades.
- Upgrades are **prorated** based on the remaining subscription time.

## 6. Refund Process

- All refund requests must be submitted in writing to **support@zuree.io**.
- Refunds will be processed using the **original payment method within 10 business days** of approval.

## 7. Force Majeure

Zuree shall not be held liable for service failures due to events beyond its control, including but not limited to:

- Natural disasters, terrorism, civil unrest, war, government actions, cyberattacks, or utility failures.

While refunds may not be guaranteed under these conditions, Zuree will make every effort to restore services promptly.

## 8. Additional Policies

### 8.1 Data Retention & Deletion

- Upon cancellation, website data is retained for **30 days**.
- Customers may request a full data export during this period.
- After 30 days, all data will be **permanently deleted** and cannot be recovered.

### 8.2 Billing & Payment

- Payments are processed on an **annual cycle**.
- Clients can update their billing details via their Zuree dashboard.
- Failed payments are retried **three (3) times** before suspension.
- If unresolved after **7 days**, the website may be temporarily suspended.

## 9. Contact Us

For support or inquiries:

 [support@zuree.io](mailto:support@zuree.io)

 **+234 906 152 3891**