NEXSCALE DIGITAL

REFUNDS, CANCELLATIONS AND FIXES

Refund Policy

Effective date	27 November 2026
Version	2026.11
Applies to	Part 1: digital products bought from NexScale Digital. Part 2: custom services (websites, landing pages, chatbots and automation).
Contact	support@nexscaledigital.shop · nexscaledigital.shop

IN SHORT

Digital products are final sale because they can be copied once downloaded, but if one is genuinely broken and we can't fix it within 7 days, you get a full refund. For services, you pay 50% before work starts and 50% before launch or handover. Cancel before work starts for a full refund, or later and pay only for finished work. After launch, we fix bugs in what we built for free for 30 days. Your legal rights as a consumer always apply.

1. About this policy

1.1 This policy explains when you can get a refund from NexScale Digital ("we", "us"). It has two parts: **Part 1** for digital products and **Part 2** for custom services.

1.2 It forms part of our Terms of Use and, for services, our Master Service Agreement. For a particular project, the written quote or Statement of Work can set different terms, and where it does, it applies.

1.3 Nothing in this policy takes away rights you have under the Consumer Act of the Philippines (Republic Act 7394), the Internet Transactions Act (Republic Act 11967) or the consumer law of your own country (see section 12).

> **Part 1: Digital products** · Notion templates, planners, spreadsheets, documents, guides and single-file web apps.

2. Why digital products are final sale

2.1 A digital product can be copied the moment it is downloaded, so it can't be returned. For that reason, sales are final, with the exception in section 3.

2.2 To help you buy the right thing, each listing describes what is included and shows preview images. If anything is unclear, ask us before you buy.

3. When you get a refund

3.1 You are entitled to a full refund if the product is **genuinely broken** and we can't fix it within **7 days** of you reporting it.

3.2 "Genuinely broken" means the product doesn't work as described, for example:

(a) for a Notion template, the databases won't load, the template won't duplicate, or the formulas show errors;

(b) for a web app, it won't open or run in an up-to-date version of a major browser (Chrome, Edge, Safari or Firefox);

(c) for a file, it is missing, empty, corrupted or won't open in the software the listing names.

3.3 When you report a problem, we will first try to fix it, send a working replacement, or show you how to resolve it. If none of these works within 7 days, we refund you in full.

4. What isn't covered

4.1 We don't offer refunds for:

(a) changing your mind after the product has been delivered or downloaded;

(b) buying the wrong product, or a product you already own;

(c) the product not being what you imagined, when the listing accurately shows what's included;

(d) problems caused by changes you made, by third-party apps or by your own device or account settings; or

(e) a product that has been shared, resold or used in breach of our licence.

5. How to ask for a fix or refund

5.1 Reply to your receipt email, or write to support@nexscaledigital.shop with your order number (it starts with NSO). If you bought on Etsy, Gumroad or Payhip, you can also message us through that order page.

5.2 Tell us what's wrong and, if you can, include a screenshot or short description of the steps you took.

5.3 We aim to reply within one business day, and to fix the problem or refund you within 7 days.

5.4 Purchases made on a marketplace are refunded through that marketplace, under its own process.

> **Part 2: Custom services** · Websites, landing pages, chatbot setup and automation.

6. Payment schedule

6.1 Unless the quote or Statement of Work says otherwise, you pay **50% before work starts** (the "deposit") and the remaining **50% before we launch or hand over** the finished work.

6.2 Work is scheduled once the deposit is received.

7. If you cancel

7.1 **Before work starts:** we refund your deposit in full.

7.2 **After work starts:** we keep the deposit, which covers planning, scheduling and the work begun, and you pay for any stages already finished at the rates in your quote. Anything you have paid beyond that is refunded. You receive the finished work you have paid for, under the ownership terms of our Master Service Agreement.

7.3 Please cancel in writing by email. The cancellation takes effect on the day we receive it.

8. If we cancel

8.1 If we can't finish your project for a reason on our side, we refund everything you have paid for work not yet delivered, and hand over the work completed so far.

8.2 If we end a project because you have seriously breached our Master Service Agreement (for example by non-payment), section 7.2 applies as if you had cancelled.

9. After we deliver

9.1 Once you approve the final work, or it is treated as approved under our Master Service Agreement, the project is complete and payments for it are no longer refundable.

9.2 **30-day bug fixes.** For 30 days after launch or handover, we fix free of charge any bugs in what we built, meaning anything that doesn't work as agreed in the quote.

9.3 The free fixes don't cover new features, design or content changes, or problems caused by edits made by you or others, by your hosting, or by updates to third-party software and services. We're happy to quote for these.

10. If a project goes quiet

10.1 If we don't hear from you for **30 days** while we are waiting on your content, feedback, approval or payment, we pause the project and let you know.

10.2 After **60 days** without a reply, we close the project and treat it as cancelled under section 7.2.

10.3 You can always come back. We may need to update the quote and timeline to fit our schedule.

11. Costs we can't refund

11.1 Money spent on your behalf with third parties, such as domain names, hosting, paid plugins, themes, apps or subscriptions, goes to those providers and can't be refunded by us. Anything bought in your name remains yours.

11.2 Change requests that you approve and that we complete are charged as agreed and are not refundable.

> **Both parts**

12. Your legal rights

12.1 This policy doesn't limit your rights under consumer law. In some places, such as the EU and UK, consumers have a 14-day right to cancel online purchases; for digital content it ends once you agree to immediate delivery and acknowledge that you lose it, which our checkout (and each marketplace's) asks you to do. If you believe your local law gives you more, tell us and we will look at it fairly.

13. How refunds are paid

13.1 We send approved refunds within **7 days** of agreeing to them, to your original payment method: through PayMongo for purchases on our site, back to your GCash (or the wallet you paid from) for purchases paid by our GCash QR, by the method you paid with for services, or through the marketplace you bought from.

13.2 How long the money takes to reach you depends on your bank, card provider or e-wallet.

13.3 When a product purchase is refunded, its files are removed from your account and your licence to use the product ends.

14. Chargebacks and payment disputes

14.1 If something is wrong, please contact us first. We can resolve genuine problems faster than a bank or card dispute.

14.2 Opening a dispute for a product you received and kept, or for services delivered as agreed, may lead us to close your account under our Terms of Use and to provide the dispute provider with records of the delivery.

15. Contact

NexScale Digital · support@nexscaledigital.shop · nexscaledigital.shop