



SKYLAB ENGINEERS & INSTRUMENTS

Add : A-6, Sheetla Puram Colony, Jalalpur Crossing, Rajajipuram, Lucknow-17

Contact No. : +91 – 9807082896

Email : skylabengineers@gmail.com, skylabinstruments@yahoo.com

Website : www.skylabengineers.in

REFUND POLICY

SkyLab Engineers & Instruments has created this **Refund Policy** to describe the circumstances when SkyLab Engineers & Instruments will issue a refund, the process for claiming a refund against an order and the liabilities of SkyLab Engineers & Instruments related to a transaction ending in a refund claim. By registering for any of SkyLab Engineers & Instruments services, you are stating that you have read and accept all of the terms and conditions outlined in this refund policy.

The information **SkyLab Engineers & Instruments** collects is used to improve the content of our web site, used to notify consumers about updates to our web site or problems with their request.

If you do not want to receive e-mail from us in the future, please let us know by sending an e-mail to us or by writing to us and telling us that you do not want to receive e-mail from our company.

Coverage & Scope

- Our refund policy covers the refunds by SkyLab Engineers & Instruments and/or a website owned and managed by SkyLab Engineers & Instruments.
- This policy does not have any application for companies which are not owned or controlled by **SkyLab Engineers & Instruments** or for persons not employed or managed by SkyLab Engineers & Instruments. This includes any third party service and / or product providers bound by contract and also, any third-party websites to which **SkyLab Engineers & Instruments's** website link.

Eligibility for Refund

At **SkyLab Engineers & Instruments**, every project is important to us and we make sure that we handle each project with utmost care and professionalism. Our aim is to provide the results as per the terms and conditions of the proposal.

However, despite every measure if the client is not satisfied with the results and chooses to go for the

dispute resolution process, we consider refund requests as per the following programs in which our services and refund policy related to each service is very clearly listed :

- *Website Development*
- *Mobile App Development*
- *Logo / Graphics Design*
- *Digital Marketing*
- *Full Stack Training Courses / Internship*

Delivery Time

- **Full refund:** In cases where the project has not been started. The Full Refund policy will initiate after receive the upfront payment date and will take 180 Days to refund the amount.
- **Partial refund:** If we fail to deliver as per our delivery policy after the initial design style is approved, then we will issue a partial refund as per the proportion of the work completed.
- **No refunds:** If the project has been almost / fully completed.

Logo design / Graphics design / Web Projects / Mobile Apps

- **Full refund:** If project or design has not initiated or if the initial design style is not approved.
- **Partial refund:** If there is a failure to deliver as per our delivery policy after the approval of the initial design style. The partial refund will be in proportion to the work completed.
- **No refunds:** If the project / design has been almost / fully completed.

Full Stack Training Courses / Internships

- **Full refund :** If No class have been taken by student.
- **No refunds will be made :**

→ *If student completed the course.*

→ *If student has taken minimum 1 class.*

→ *If student does not take regular classes during the course duration.*

→ *If student leaves the course in between and comes back after course duration.*

→ *If student does not respond or communicate with us.*

Dedicated Hiring (Offshore staffing solution)

Skylab Engineers & Instruments's delivery commitment is subject to:

- **Full refund:** If the project has not been initiated.
- Full refund if the programmer / designer / content writer / SEO expert (or any other resource / staff) has not started the project.
- Proportionate amount will be refunded if the client decides to cancel the order at any point of time.
- **No refund:** For the time that the services have already been provided. If the client is not satisfied with any level of work, he must immediately bring it to the notice of our project manager and ask for any discounts for the work loss. Any negotiations at a later date will not be entertained.

Applicability of the Delivery Policy

Skylab Engineers & Instruments's delivery commitment is subject to:

- A project is not taken to be void unless the agreed upon payments are clear.
- Timely communication from the client: Skylab Engineers & Instruments is not bound to respect the Refund Policy, if required information for successful completion of the project is not communicated to us in a timely manner. Any delay or failure of the project arising out of such situations cannot be attributed to Skylab Engineers & Instruments.
- Completeness of information provided by the client: If the information provided to Skylab Engineers & Instruments is incomplete and/or complete information/scope of the project is not provided at the beginning of the project, Skylab Engineers & Instruments is not bound to maintain its delivery and /or refund commitments.
- Skylab Engineers & Instruments will not make any compensation for the delay of delivery under any circumstances, unless there is a special agreement signed with a penalty clause for delay in delivery.

Limitation of Liability

- **Skylab Engineers & Instruments** liability is limited to the value of the portion of the project (as per Skylab Engineers & Instruments' proposal) which stands incomplete at any given point of time. At any point of time, Skylab Engineers & Instruments cannot be held responsible for losses arising out of the services delivered / not delivered or the delay in the same. The liability to refund arises only once the project has been cancelled by the client and such cancellation has been communicated to Skylab Engineers & Instruments in writing.

Processing of Refunds

- The partial refunds will be processed and mailed within 180 business days of the date of cancellation and will be brought about using the method of payment agreed upon in the beginning of the project ie; refund by check or refund by credit card.
- Full refunds will be processed and mailed within 50 business days of the date of cancellation and will be brought about using the method of payment agreed upon in the beginning of the project ie; refund by check or refund by credit card.

Changes

- **Skylab Engineers & Instruments** may at any time, without notice to you and in its sole discretion, amend this policy from time to time. Please review this policy periodically. Your continued use of Skylab Engineers & Instruments website after any such amendments signifies your acceptance thereof.

Contacting us regarding our refund policy

- If you have queries or suggestions regarding our refund policies, kindly Email us at skylabengineers@gmail.com or skylabinstruments@yahoo.com