



Refund Policy – Maroma Consulting

At **Maroma Consulting**, we are committed to providing high-quality consulting, marketing, and digital development services. Because our work involves customized strategies, creative content, and tailored digital solutions, our refund policy is designed to be fair and transparent.

1. Non-Refundable Services

All service fees, including consulting retainers, proposal writing, web/app development, and digital campaign management, are **non-refundable once the project has started**. This is because time, strategy, and creative resources are allocated immediately upon contract approval.

2. Cancellation Before Project Start

Clients who wish to cancel a project **before work has begun** may receive a refund minus a **10% administrative fee** to cover processing and scheduling costs.

3. Monthly Service Agreements

For recurring services (such as social media management or marketing retainers), clients may cancel with a **30-day written notice**. No refunds will be issued for the current billing cycle once work has commenced.

4. Quality Assurance & Revisions

If a client is not satisfied with the delivered work, Maroma will provide up to **two rounds of revisions** at no additional cost, as outlined in the service agreement.

5. Force Majeure or Exceptional Circumstances

In cases of unforeseen circumstances that prevent service delivery (e.g., natural disasters, system outages), Maroma may offer **credit toward future services**, at the company's discretion.

6. Reference

This policy is detailed in all client contracts and on our website: maroma.co

