

Refund Policy Upxero.com



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At Upxero, we strive to provide high-quality digital services and ensure customer satisfaction. Since our work often involves customized solutions, specific refund conditions apply.

1. Right of withdrawal

As a consumer, you have the right to cancel your purchase within 14 days of entering into the agreement, provided the service has not yet been delivered or started. Once we begin the service at your request, the right of withdrawal no longer applies.

2. Custom services

For custom websites, design, or other digital services, no refunds are possible once the work has started or been delivered, unless otherwise agreed in writing.

3. Technical errors or issues

If a mistake occurs on our end, we will do our best to resolve it promptly at no additional cost. A refund is only possible if we are unable to resolve the issue within a reasonable timeframe.

4. Requesting a refund

Refunds must be requested in writing via info@upxero.com within 14 days after delivery or purchase. Please include your name, invoice number, and reason for the request.

5. Processing

Approved refunds will be processed within 14 business days using the original payment method.