



Refund and Cancellation Policy

Refund, cancellation, subscription, and contract rules

Refund and Cancellation Policy

Payment, cancellation, refund, pause, and subscription rules for NorthStar services and contracts.

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1. Scope

This Refund and Cancellation Policy applies to NorthStar website packages, UI/UX design services, SEO optimization plans, cloud solutions, maintenance plans, monthly contracts, 6-month contracts, support services, and related digital services unless a signed agreement or SOW states otherwise.

2. General Principle

NorthStar provides custom digital services. Once work begins, fees compensate NorthStar for reserved time, planning, project setup, research, design, development, communication, and operational work. Refunds are limited as described below.

3. Website Packages and One-Time Projects

Stage	Refund Treatment
Before onboarding review or work begins	Refund may be available, less payment processor fees or administrative costs if applicable.
After onboarding, planning, discovery, or initial work begins	Partial refund may be considered at NorthStar discretion based on work completed and time reserved.
After design, development, implementation, or revision work begins	Generally non-refundable. Remaining value may be credited to a future service at NorthStar discretion.
After delivery, launch, approval, or public use	Non-refundable. Warranty or support issues are handled under the applicable plan or SOW.

4. UI/UX Design

UI/UX design fees are generally non-refundable after review, audit, design, prototype, or visual work begins. If a client cancels before work begins, NorthStar may issue a refund less payment processor or administrative costs.

5. SEO Optimization Plans

SEO services are billed monthly unless stated otherwise. SEO fees cover work performed during the billing period and are not tied to guaranteed ranking outcomes. Monthly SEO plans may be canceled for future billing with written notice before the next billing date. Past paid periods are non-refundable.

6. Cloud Solutions

Cloud solutions may include planning, deployment, migration, monitoring, infrastructure setup, support, vendor configuration, and operational work. Monthly cloud fees are non-refundable for paid billing periods. Third-party cloud, hosting, domain, software, or infrastructure charges are not refundable by NorthStar.

7. Website Maintenance Plans

Monthly maintenance plans renew automatically until canceled. Cancellation applies to future billing cycles. Paid monthly maintenance fees are not prorated or refunded for partial months. If maintenance is canceled, hosting, backups, updates, reports, support response commitments, and related services may stop at the end of the paid period or as stated in the SOW.

8. 6-Month Contracts

Contract A and Contract B may be paid as a 6-month payment or through a first month payment plus monthly payments. The commercial structure currently recognized by NorthStar is:

Contract	6-Month Payment	First Month Payment	Monthly Payment After First Month
Contract A	USD 3,766.94	USD 1,126.99	USD 527.99 / month
Contract B	USD 7,437.94	USD 1,947.99	USD 1,097.99 / month

6-month contract payments are generally non-refundable after work begins, onboarding begins, access is configured, or the service window starts. Monthly contract payments are due according to the billing schedule. Early cancellation does not automatically eliminate amounts already due for work performed, setup, onboarding, reserved capacity, or minimum commitment stated in the SOW.

9. First Month Payments

First month payments may include onboarding, setup, planning, reserved capacity, and initial work. Once onboarding, setup, planning, or service work begins, first month payments are generally non-refundable.

10. Client Delays and Project Pauses

If Client delays materials, approvals, access, or feedback, NorthStar may pause the project. Payment obligations are not automatically paused unless NorthStar agrees in writing. Projects inactive due to Client delay for more than 30 days may require rescheduling, a restart fee, or updated pricing.

11. Failed Payments and Chargebacks

Failed payments, chargebacks, disputed payments, or unpaid balances may result in suspension of work, hosting, maintenance, support, launch, access, or deliverables until resolved. Client is responsible for valid amounts due, including reasonable collection costs where permitted by law.

12. No Guaranteed Outcomes

Refunds will not be issued solely because a website, SEO plan, design, cloud configuration, or digital service does not produce a specific number of leads, rankings, sales, conversions, revenue, or business outcomes unless NorthStar made a specific written guarantee in the applicable SOW.

13. How to Request a Cancellation or Refund

Requests must be sent in writing to info@northstaragencyusa.com. The request should include Client name, business name, product or service, payment date, reason for request, and any relevant project reference. NorthStar will review requests based on this policy, the SOW, work completed, payment processor rules, and applicable law.

14. Policy Updates

NorthStar may update this policy for future purchases. The policy in effect at the time of purchase or the signed SOW will generally govern that transaction unless law requires otherwise.