

CLDS IT Policy for Website Design Services

1. Introduction

This IT policy outlines the terms and conditions for website design services provided by Conrad Leonard Digital Solutions (CLDS). It includes the conditions under which clients are eligible for a refund.

2. Definitions

- **Client:** The individual or organization purchasing website design services from CLDS.
- **Service:** Website design services offered by CLDS.
- **Refund:** The return of payment to the client under specified conditions.
- **Work Initiated:** Any planning, designing, or development activity started by CLDS on the client's project.
- **Force Majeure:** Events outside CLDS's control, including natural disasters, wars, pandemics, and government actions, etc.

3. Refund Policy

3.1 Full Refund

- **Eligibility:** Clients are eligible for a 100% refund of the paid amount if they request it within 2 weeks (14 calendar days) from the date of payment.
- **Conditions:** No work should have been initiated on the project. If any work, including but not limited to planning, designing, or development, has started, this clause is not applicable.

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3.2 Partial Refund

- **Eligibility:** Clients are eligible for a 50% and below refund if work has been initiated but the client cannot continue.

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- **Conditions:** The percentage is based on the agreed amount, not the paid amount. Clients may need to top up if more work was done than what they have paid for. The exact refund amount will be determined by CLDS Directors. The exact nature and extent of work done will be Determined by CLDS and should be visible to the client and other stakeholders.

4. Refund Request Procedure

- **Submission:** Clients must submit a written refund request to CLDS via email or any other communication method.
- **Review:** Upon receiving the refund request, CLDS will review the project status to determine eligibility based on the conditions stated in Sections 3.1 and 3.2.
- **Response:** CLDS will respond to the refund request within a maximum of 5 business days, detailing the eligibility status and the amount to be refunded.
- **Refund Processing:** Approved refunds will be processed within a maximum of 10 business days from the date of approval.

5. Exceptions

- **Custom Agreements:** If a custom agreement with different terms has been agreed and signed by CLDS, those terms will supersede the refund policy outlined here.
- **Force Majeure:** Refunds may not be applicable in cases of force majeure events that prevent CLDS from fulfilling its obligations.

6. Dispute Resolution

- Any disputes regarding refunds will be resolved through arbitration or mediation as per Ugandan laws.

7. Data Protection

- Client data will be protected during the refund process as per the Data Protection and Privacy Act, 2019.

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8. Contact Information

For any queries regarding this refund policy, clients can contact us at:

- Email: leonardc@conradleonardsolutions.com
- Phone: +256 751 984883 / +256 784 418389
- Address: Room 2F03 HW MALL, Kitintale, Kampala, Uganda

9. Policy Updates

CLDS reserves the right to update or modify this policy at any time. Clients will be notified of any changes via email or through an announcement on our website.

10. Conclusion

CLDS thanks all its clients for trusting it with their work and deeply regret incases where it is unavailable. Every client who receives the refund, will also receive Full Control of the website for CLDS will not be in charge any longer. The cPanel logins and the admin logins will be shared and in cases where any changes are made, CLDS will not be in question.