# Refund & Cancellation Policy

## 1. Overview

This Refund & Cancellation Policy applies to all services provided by **Avalora Labs (SMC-Private) Limited** through our website **avaloralabs.com** or via direct communication channels.

As we offer **custom AI automation solutions, software development, websites, and applications**, all services are delivered on a **project-based and customized basis**.

## 2. Payments & Project Initiation

- Payments, where applicable, are collected **only after mutual agreement** on project scope, timelines, and deliverables.
- Work on a project begins **only after confirmation and acceptance of the agreed scope**.

## 3. Refund Policy

Due to the customized nature of our services:

- **Payments made are non-refundable once the project work has started**.
- No refunds will be issued for:
    - Time already spent on research, planning, development, or consultation
    - Custom AI models, automation workflows, or software development
    - Change of mind after work commencement

Exceptions

A refund **may be considered** only if:

- Avalora Labs fails to initiate work after receiving payment **without reasonable justification**, or
- A refund is explicitly agreed upon in writing before project commencement

Any approved refund will be processed within **7–14 business days** using the original payment method.

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# 4. Cancellation Policy

- Clients may request cancellation **before work has started**.
- If cancellation is requested **after work has commenced**, no refund will be issued.
- Avalora Labs reserves the right to cancel or refuse a project if:
    - The requested work falls outside the agreed scope
    - The client provides misleading or incomplete requirements
    - The project involves unlawful or unethical use

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# 5. Scope Changes

- Any request beyond the originally agreed scope will be treated as **out-of-scope work**.
- Out-of-scope requests may require:
    - Revised pricing
    - Updated timelines
    - A separate agreement

Failure to agree on revised terms may result in project suspension or termination without refund.

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# 6. Dispute Resolution

If you have concerns regarding our services, you are encouraged to contact us first so we can attempt to resolve the issue amicably.

✉️ **hi@avaloralabs.com**
📞 **+92 339 0814186**
🕐 **Monday – Friday, 10:00 AM to 6:00 PM (PKT)**

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# 7. Governing Law

This Refund & Cancellation Policy shall be governed by and interpreted in accordance with the laws of the **Islamic Republic of Pakistan**, with courts located in **Lahore** having exclusive jurisdiction.

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# 8. Policy Updates

We reserve the right to update or modify this policy at any time. Any changes will be effective immediately upon posting on our website.