

At Magco, we are committed to delivering exceptional marketing, website development, software, and advisory services to our clients. This Refund and Cancellation Policy outlines the terms under which refunds or cancellations may be requested and processed.

By engaging with our services — whether through a signed agreement, invoice, or verbal confirmation — you agree to the terms set out in this policy.

## 1. Service Categories

Our services fall into the following categories, each with specific refund and cancellation conditions:

### a) Website Development & Design

Website projects are delivered in stages. The following conditions apply:

- A non-refundable deposit of 50% is required to commence work (unless agreed otherwise).
- If a project is cancelled after work has commenced, you will be invoiced for the proportion of work completed to date.
- If Magco is unable to deliver the agreed scope due to reasons within our control, a pro-rata refund of the remaining balance will be issued.
- Change requests outside the original agreed scope may incur additional charges and may affect project timelines.

### b) Virtual Marketing Department (Retainer Services)

Our Virtual Marketing Department (VMD) services operate on a monthly retainer basis:

- Retainers are billed monthly in advance and are non-refundable once the billing period has commenced.
- Clients may cancel their retainer with 30 days' written notice prior to the next billing date.
- Cancellations received with less than 30 days' notice will be charged for the following month in full.
- No refunds will be issued for unused time within an active billing period.

### c) SEO & Digital Advertising (Paid Ads)

Search engine optimisation and paid advertising services are governed by the following terms:

- Monthly SEO retainers follow the same cancellation terms as VMD services (30 days' written notice required).
- Ad spend paid to third-party platforms (Google, Meta, etc.) is non-refundable as these funds are managed on your behalf and disbursed directly to the platforms.
- Magco management fees are non-refundable once a campaign has launched.

## d) Genesis CRM & Software Solutions

Software setup, licensing, and customisation services:

- Setup and onboarding fees are non-refundable once onboarding has commenced.
- Monthly software subscription fees are non-refundable for the current billing period.
- Subscriptions may be cancelled with 30 days' written notice before the next renewal date.
- Annual subscription plans cancelled mid-term are not eligible for a pro-rata refund unless Magco fails to deliver the agreed service.

## e) One-Off Projects & Consulting

Strategy sessions, audits, reports, and consulting engagements:

- Deposits paid for scheduled consulting sessions are non-refundable if cancelled within 48 hours of the appointment.
- If you reschedule with more than 48 hours' notice, your deposit will be applied to the rescheduled session.
- Completed deliverables (reports, audits, strategies) are non-refundable once delivered.

## 3. How to Request a Refund or Cancellation

All refund and cancellation requests must be submitted in writing to:

**Email:** brand@magco.co.nz

Please include the following in your request:

- Your full name and business name
- Invoice number or project reference
- The service you are requesting a refund or cancellation for
- The reason for your request

We will acknowledge your request within 2 business days and aim to resolve it within 10 business days.

## 4. Refund Processing

Where a refund is approved, the following conditions apply:

- Refunds will be processed via the original payment method where possible.
- Bank transfer refunds will be processed within 10 business days of approval.
- Magco reserves the right to deduct any costs incurred (third-party tools, ad spend, contractor fees) from the refund amount.
- Refunds will not be issued for dissatisfaction with results that fall outside Magco's direct control, including search engine algorithm changes, platform policy changes, or market conditions.

## 5. Your Rights Under New Zealand Law

Nothing in this policy limits or excludes your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986 (New Zealand). If our services fail to meet the guarantees set out under these Acts, you may be entitled to a remedy including repair, replacement, or refund, regardless of the terms of this policy.

This policy is intended to operate alongside your statutory rights, not in place of them.

## 6. Dispute Resolution

If you are dissatisfied with the outcome of a refund or cancellation request, we encourage you to contact us directly so we can work toward a fair resolution. Magco is committed to maintaining honest, transparent relationships with all clients.

In the event a dispute cannot be resolved directly, both parties agree to seek resolution through mediation before pursuing formal legal action.

## 7. Changes to This Policy

Magco reserves the right to update this Refund and Cancellation Policy at any time. The most current version of this policy is always available on our website at [magco.co.nz](https://magco.co.nz) and supersedes all previous versions. Clients will be notified of material changes via email where applicable.

## 8. Contact Us

If you have any questions about this policy, please reach out to our team:

### Magco

Browns Bay Beach Office — 4 Bute Road, Browns Bay, Auckland  
brand@magco.co.nz | [magco.co.nz](https://magco.co.nz)