



NOJA Productions KLG – Terms & Conditions

Payment Terms

- A partial payment of 30% is required before any work begins. The remaining balance is due upon completion of the project or according to an agreed-upon milestone schedule.

Refund Policy

- Project-Based Work
 - Refunds for canceled projects may be provided if the project is canceled before significant work has commenced. The refund will be calculated based on the amount of work already completed up to the cancellation date.
 - Milestone Payments: If the work is divided into milestones, refunds may only be issued for incomplete milestones. Completed milestones are non-refundable

Initial Consultation or Strategy Fees

- Fees paid for initial consultations, strategy sessions, or research are non-refundable.
- Refunds are not offered for custom content (e.g., videos, graphics, website copy) once created or delivered. If a project is cancelled after work has started, the client will be charged for work completed up to that point.

Revisions and Corrections

- One round of revisions is included at no additional charge. Additional revisions will incur an additional hourly fee.
- Once content has been approved by the client (either verbally or in writing), no refunds will be granted. Clients are encouraged to review all materials thoroughly before approval.

Missed Deadlines

- Partial refunds or credits may be offered if significant deadlines are missed without prior notice, affecting the client's ability to launch or use the content. The amount is determined based on the severity of the delay.
- Refunds related to underperformance or failure to meet agreed-upon tailored service may be considered based on specific contractual terms. Performance expectations should be outlined clearly at the beginning of the engagement to avoid disputes.



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Cancellation Policy

- Before Project Start: No cancellation fee if the client cancels before any work has begun.
- After Work Commences: A cancellation fee of 30% of the total project cost will be charged. Additionally, completed and approved tasks or milestones will be included in the sum.
- Notice Period: A 7-day notice period is required for cancellation. Failure to provide notice will result in an additional CHF 500 fee.
- Non-refundable Fees: Fees for initial consultations and strategy sessions are non-refundable.

Intellectual Property

- Noja Production retains ownership of all content until full payment is received. Upon receipt of full payment, ownership of the content transfers to the client.

Liability

- The company is not liable for any outcomes beyond its control, such as issues with social media platforms, algorithm changes, or other external factors affecting the results of the work.