

Refund & Cancellation Policy

At OkiCore Solutions, I understand that project needs and priorities can change. My goal is to maintain a working relationship built on mutual respect, flexibility, and accountability.

Cancellations Before Work Begins:

If a client cancels a scheduled service 48 hours or more before work begins, a full refund will be issued with no penalty.

Cancellations made within 24 to 48 hours of the scheduled start may be eligible for a 75% refund.

Cancellations made less than 24 hours before work begins may be eligible for a 50% refund, depending on preparation and commitments already made.

Cancellations After Work Has Started:

If services are canceled after work has commenced, I will calculate the percentage of work completed and refund the remaining balance, excluding time already spent, administrative costs, or third-party fees incurred.

Client Satisfaction Guarantee:

If you are genuinely dissatisfied with the quality or outcome of a service, I encourage open discussion. I will work with you to find a fair solution - whether it's a partial refund, revision of the work, or rescheduling at no additional cost, depending on the nature of the concern.