

Refund & Cancellation Policy

Last Revised: July 10, 2026

1. Introduction

This Refund & Cancellation Policy ("Policy") explains the general rules that apply when a Client cancels a project or Service, requests a refund, fails to complete a project, or terminates an ongoing service relationship with Huronia Systems Ltd. ("Huron Systems", "we", "us", or "our").

This Policy applies unless a signed Project Agreement, service-specific agreement, quotation, or other written agreement establishes different terms.

Where a conflict exists, the signed Project Agreement or other applicable written agreement will prevail to the extent of the conflict.

Nothing in this Policy limits any refund, cancellation, or consumer protection right that cannot lawfully be excluded or restricted. Ontario law does not provide a general right to return or obtain a refund for every purchase, but certain types of consumer agreements carry specific cancellation and refund rights.

2. Definitions

For the purposes of this Policy:

Client means any individual, business, organization, or other legal entity that requests, purchases, receives, or enters into an agreement for Services from Huronia Systems.

Deliverables means the work product, files, software, designs, documents, materials, or other items expressly identified for delivery under a Project Agreement.

Project Agreement means a separate written agreement governing a particular project or service relationship between Huronia Systems and a Client.

Services means professional services, hosted services, maintenance, consulting, support, software, websites, design work, and other products or services provided by Huronia Systems.

Third-Party Costs means fees, licences, purchases, subscriptions, infrastructure charges,

stock assets, software costs, or other expenses payable to an external provider in connection with a Client's project or Services.

3. Project-Specific Terms

Custom projects may be governed by a separate Project Agreement that establishes:

- The project scope;
- Payment schedule;
- Deposit requirements;
- Cancellation rights;
- Refund eligibility;
- Project milestones;
- Deliverables;
- Third-Party Costs;
- Termination rights; and
- Other project-specific conditions.

Clients should review their Project Agreement before requesting cancellation or a refund.

A cancellation or refund request does not override payment obligations, ownership provisions, termination terms, or other rights established in the applicable Project Agreement.

4. Deposits

Unless otherwise agreed in writing, a deposit equal to twenty-five percent (25%) of the total quoted project value is required before work begins.

Deposits are used to secure project scheduling, reserve development capacity, allocate resources, complete preliminary planning, and commence work.

A deposit becomes non-refundable once Huronia Systems has commenced work or incurred costs in reliance on the Client's authorization, except where:

- A refund is required by applicable law;
- The applicable Project Agreement expressly provides otherwise; or
- Huronia Systems approves a refund in writing.

Where work has not commenced and no costs have been incurred, Huronia Systems may

consider a request to cancel and refund the deposit.

Any approved refund may be reduced by reasonable costs already incurred, including non-refundable Third-Party Costs and administrative or transaction charges.

5. Cancellation by the Client

A Client may request cancellation by providing written notice to Huronia Systems.

Cancellation requests may be submitted through:

- Email;
- The Client Portal;
- A signed cancellation document; or
- Another written method accepted by Huronia Systems.

The effective cancellation date will normally be the date Huronia Systems receives the written request.

Following cancellation, the Client remains responsible for:

- Work completed before the effective cancellation date;
- Work in progress that cannot reasonably be discontinued;
- Approved expenses;
- Non-refundable Third-Party Costs;
- Outstanding invoices;
- Applicable interest or collection costs;
- Cancellation charges established in the Project Agreement; and
- Other amounts that became payable before cancellation.

Huronia Systems may issue a final invoice reflecting work performed and costs incurred up to the effective cancellation date.

Cancellation does not transfer ownership of unpaid Deliverables or authorize the Client to use previews, drafts, source code, staging environments, or incomplete materials.

6. Refunds for Custom Work

Website development, custom software, mobile applications, desktop applications, APIs, database work, graphic design, branding, consulting, audits, configuration, and similar Services are created or performed specifically for an individual Client.

Because custom work cannot generally be returned, resold, or restored to its original condition, payments for completed custom work are non-refundable except where:

- A refund is required by applicable law;
- The applicable Project Agreement expressly provides otherwise;
- Huronia Systems has failed to provide a material part of the agreed Services and has not corrected the issue within a reasonable opportunity to do so; or
- Huronia Systems approves a refund in writing.

A client's change of preference, business circumstances, personnel, budget, strategy, branding direction, or intended use does not by itself create a right to a refund.

A refund will not normally be provided where the alleged issue results from:

- Requirements that were not included in the agreed scope;
- Client instructions;
- Incomplete or inaccurate information supplied by the Client;
- Delayed Client feedback or approvals;
- Unauthorized changes made by the Client or a third party;
- Third-party products or services;
- A change in browser, platform, integration, operating system, or external service;
- Failure to purchase maintenance or support;
- Use of the Deliverables outside their intended purpose; or
- A failure to achieve a business result that was not expressly guaranteed.

7. Work Completed Before Cancellation

Where a project is cancelled after work begins, Huronia Systems may calculate the amount owing based on:

- Completed milestones;
- Time spent;
- Work performed;
- Resources allocated;
- Materials prepared;

- Third-Party Costs incurred;
- Commitments that cannot reasonably be cancelled; and
- Other costs directly connected to the project.

Where the value of work completed and costs incurred exceeds the amount already paid, the Client must pay the remaining balance.

Where the amount paid exceeds the value of work completed and non-refundable costs incurred, Huronia Systems may refund the eligible remaining amount, subject to the Project Agreement and applicable law.

Any calculation of work completed may include research, planning, consultation, project administration, design, development, testing, configuration, communication, documentation, and other work reasonably performed for the project.

8. Scope Changes and Client Dissatisfaction

Requests for work outside the agreed scope do not create a right to cancel the original project without payment for work already completed.

Where a Client is dissatisfied with work that falls within the agreed scope, the Client should provide written notice describing:

- The affected Deliverable;
- The specific concern;
- The relevant Project Agreement requirement; and
- The requested correction.

Huronia Systems must be given a reasonable opportunity to review and, where appropriate, correct a material issue before a refund is considered.

Subjective disagreement concerning style, preference, layout, colour, wording, workflow, or another discretionary element does not create a right to a refund where the work substantially follows the approved requirements, references, or instructions.

Approved revisions may be governed by the Project Agreement. Additional revisions or changes outside the agreed scope may be subject to additional fees.

9. Abandoned Projects

A project may be considered abandoned where it remains inactive for sixty (60) consecutive days primarily because the Client has not provided required:

- Information;
- Content;
- Access;
- Feedback;
- Approval;
- Payment; or
- Other cooperation necessary to continue the project.

Where a project is considered abandoned:

- Deposits and payments for completed work remain non-refundable;
- Outstanding amounts remain payable;
- Project scheduling and deadlines are released;
- Preview or staging access may be disabled;
- Huronia Systems is not required to preserve active development environments indefinitely; and
- Resuming the project may require a restart fee, revised quotation, updated timeline, or new Project Agreement.

Abandonment does not transfer ownership of unpaid Deliverables or terminate payment obligations that arose before the project became inactive.

10. Cancellation by Huronia Systems

Huronia Systems may cancel or terminate a project or Service where reasonably necessary, including where:

- The Client materially breaches the applicable agreement;
- An invoice remains unpaid;
- The Client fails to provide required cooperation;
- The Client engages in fraudulent, abusive, threatening, deceptive, or unlawful conduct;
- Continued work creates an unreasonable legal, financial, operational, security, or reputational risk;
- The project becomes technically or commercially impractical because of undisclosed circumstances;
- A necessary third-party product or service becomes unavailable;

- Huronia Systems is required to terminate the Service by law; or
- Termination is otherwise permitted under the applicable agreement.

Where Huronia Systems terminates without a Client breach and without another contractual basis for retaining the funds, Huronia Systems will determine whether any prepaid amount remains after deducting:

- Work already performed;
- Approved expenses;
- Non-refundable Third-Party Costs; and
- Other amounts properly owing.

Any eligible balance will be refunded.

Where termination results from a Client's breach, the Client remains responsible for work performed, costs incurred, outstanding invoices, and any other amounts payable under the applicable agreement.

11. Hosting, Maintenance, and Recurring Services

Cancellation of hosting, maintenance, support, DNS management, or another recurring Service is governed by the applicable agreement, invoice, billing period, or service description.

Unless otherwise stated in writing:

- Cancellation applies prospectively and does not refund a billing period that has already begun;
- Previously delivered Services remain payable;
- Unused portions of a prepaid billing period are non-refundable;
- The Client remains responsible for exporting or securing information it is entitled to receive before termination;
- Access may end when the paid service period expires; and
- Huronia Systems may delete or deactivate hosted content after the applicable retention or transition period.

Huronia Systems is not responsible for the loss of access caused by the Client's failure to arrange replacement hosting, transfer files, update DNS records, or complete another required transition step.

12. Third-Party Costs

Third-Party Costs are non-refundable once purchased, activated, reserved, licensed, or committed, except where the third-party provider issues a refund.

Third-Party Costs may include:

- Hosting charges;
- Software licences;
- Plugins;
- Themes;
- Fonts;
- Stock media;
- Cloud infrastructure;
- API usage;
- Equipment;
- Shipping;
- Printing;
- Registration fees; and
- Other external products or services approved for a project.

Where a third-party provider grants a refund, Huronia Systems may pass the eligible refunded amount to the Client after deducting any non-refundable charges or reasonable costs associated with obtaining the refund.

Huronia Systems does not guarantee that a third-party provider will approve a cancellation, credit, or refund.

13. Completed and Delivered Services

No refund will normally be issued after a Service has been fully performed or a Deliverable has been approved, delivered, transferred, deployed, downloaded, or otherwise made available to the Client.

This includes:

- Completed consulting;
- Completed audits;
- Approved designs;
- Delivered source code;
- Transferred files;

- Deployed websites or software;
- Completed configuration;
- Completed technical support; and
- Other fully performed custom Services.

This section does not limit any non-waivable right or remedy available under applicable law or an express warranty contained in a Project Agreement.

14. Refund Method and Timing

Approved refunds will normally be issued through the original payment method where reasonably possible.

Where the original method cannot reasonably be used, Huronia Systems may issue the refund through another agreed method.

The Client is responsible for providing accurate information required to process the refund.

Processing times may vary depending on:

- The payment method;
- The financial institution;
- Required verification;
- Third-party processing; and
- The complexity of the cancellation or account reconciliation.

Where applicable law establishes a mandatory refund period, Huronia Systems will process the refund within the legally required timeframe.

15. Discretionary Refunds and Credits

Huronia Systems may, in its discretion, offer:

- A partial refund;
- Account credit;
- Additional revisions;
- Replacement Services;
- Extended support;
- A revised project arrangement; or

- Another resolution.

Providing a discretionary refund, credit, or accommodation in one circumstance does not:

- Create an entitlement in another circumstance;
- Amend this Policy;
- Waive Huronia Systems' rights;
- Establish an ongoing business practice; or
- Require Huronia Systems to provide the same remedy again.

Any discretionary resolution must be confirmed in writing.

16. Refund and Cancellation Requests

Requests should include:

- The Client's full name;
- Business name, where applicable;
- Relevant invoice, quotation, project, or account number;
- The Service or project concerned;
- The reason for the request;
- The date cancellation is requested; and
- Any supporting information reasonably necessary to assess the request.

Requests may be submitted to:

Email: info@huroniasystems.ca

Huronia Systems may verify the identity and authority of the person making the request before cancelling a Service, releasing information, or issuing a refund.

17. Changes to this Policy

Huronia Systems may update this Policy to reflect changes to its Services, business practices, agreements, or legal obligations.

The current version will be identified by the "Last Revised" date at the beginning of this Policy.

Changes apply prospectively and do not retroactively alter a signed Project Agreement unless

the parties agree in writing.

18. Contact Information

Questions regarding this Policy may be directed to:

Huroniasystems Ltd.

5 Art Ann Crescent
Tiny, Ontario L0L 2J0
Canada

Email: info@huroniasystems.ca

Telephone: (705) 321-1035