We Dig Creativity

Payments and Refunds Policy

Last updated 8 October 2026

This policy explains how we charge, how you pay, and when we return money. It sits beside the Client Engagement Policy. The amounts and dates for your project are in your agreed scope, and if that says something different, it wins.

How we charge

Each project is priced in the agreed scope, in the currency stated there. Most projects are charged as a deposit to start, then stages, then a final payment on delivery. Ongoing work is charged monthly in advance.

Prices do not include third-party costs such as domains, hosting, licences, app store accounts and advertising spend. We tell you about those before they are incurred. Some work has a stated allowance, for example up to 20 products uploaded to an online shop, and anything beyond it is charged from our price list.

Taxes are added where the law requires and are shown on the invoice.

Some things are charged repeatedly: hosting we provide, maintenance, any mailbox beyond the three included with a website we build, and ongoing work. Each is shown on your agreed scope, with its price and renewal date, and is charged in advance. Domains, licences and store accounts renew with the company that provides them, on their terms, and you pay those costs.

How you pay

Invoices and receipts are issued through the client portal and by email. You can pay by card or bank transfer through our payment provider from the link on the invoice, or by direct bank transfer to the account on it. Always use the account details on an invoice you received from our official address, and if a message tells you our bank details have changed, call us first.

We do not see or store your card details. The payment provider handles them. Their fees are not added to your invoice.

A payment is counted when we have it, and we send a receipt. A transfer that you have made but that has not reached us is not yet a payment.

Deposits

The deposit reserves the time of the team and starts the work. It is not a down payment on a fixed outcome, and the date work starts depends on it being paid.

Work on the next stage starts when the stage before it has been paid for. Final files are released on final payment.

Paying late

An invoice is due by the date on it. A reminder is sent before and after. If an invoice is significantly overdue we may pause the work and tell you first. The delivery dates move by the length of the pause. Where we host your site or mailboxes, we may suspend that hosting after written notice if the fees stay unpaid, and we will restore it once they are paid. We do not hold a domain registered in your name, or an account that is in your name, hostage: those stay yours, and we will help you move your site after your account is settled.

If a bill is wrong, tell us straight away and we will fix it. The undisputed part is still due.

Refunds

Money paid for work already done is not refunded: design time, build time, and costs already committed to other companies are spent when they are used.

If you end an engagement before it starts, you get back what you paid except for any costs already committed to others and for time already spent on discovery, which we show you.

If you end it part way, the deposit and stage payments cover the work done up to that date. We refund any payment received for a stage that has not started, less committed costs. We will show the working.

If we cannot deliver what we agreed, or we end the engagement for a reason that is ours, you are refunded the part of the fee for work that has not been delivered.

A refund is a separate record from the original payment. We send it back by the channel it came in, and you will see it in your portal. The time it takes to arrive depends on the bank or payment provider and is outside our control.

Monthly and ongoing work

Monthly work is charged in advance for the month and renews until it is ended. You can end it by telling us in writing before the next charge date. We do not refund a month that has started. Where a minimum term was agreed, it applies.

Disputes about a payment

If you do not recognise a charge, write to info@wedigcreativity.com before taking it up with your bank, and we will explain it or correct it quickly. A bank dispute on a valid charge can pause your work.

Changes

A change to this page does not change an engagement already agreed.

Questions

Write to info@wedigcreativity.com. The current version of this policy is always at

https://wedigcreativity.com/policies.