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REFUND AND CANCELLATION POLICY

Piko Technology Services

Effective Date: 9 September 2026

Piko Technology Services is committed to providing reliable software development, website development, IT services, software solutions, and digital services to our customers. This Refund and Cancellation Policy explains the circumstances under which customers may cancel an order or request a refund.

1. Scope

This policy applies to payments made to Piko Technology Services for:

- Software development and custom software solutions
- Website design, development, hosting, and maintenance
- Software subscriptions and digital products
- IT support and consulting services
- Digital solutions and related technology services
- Other services provided by Piko Technology Services

Specific refund or cancellation terms agreed upon in a written quotation, proposal, service agreement, or contract may take precedence over this general policy.

2. Cancellation of Services

Customers may request cancellation of a service by contacting Piko Technology Services in writing using the company's official contact details.

Cancellation requests should include the customer's name, order or invoice number, service concerned, and reason for cancellation where applicable.



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Project-Based Services

For software development, website development, and other customised projects, cancellation will be considered based on the stage of work at the time the cancellation request is received.

Where work has already commenced, Piko Technology Services may retain an amount corresponding to work completed, resources committed, third-party costs incurred, and other non-refundable expenses.

Any remaining eligible balance may be refunded to the customer.

Subscription Services

Customers may cancel recurring software or digital service subscriptions at any time before the next billing cycle.

Cancellation will normally prevent the next recurring charge. Unless otherwise stated in the applicable service agreement, cancellation does not automatically entitle the customer to a refund for a subscription period that has already commenced.

3. Refund Eligibility

A customer may be eligible for a refund where:

- Piko Technology Services is unable to deliver a paid service and no mutually acceptable alternative can be provided.
- A payment was made in error and the service has not yet commenced.
- A duplicate payment has been made.
- A refund is specifically provided for under a written quotation, contract, or service agreement.
- Piko Technology Services determines that a refund is appropriate based on the circumstances of the case.

Refunds for customised software, websites, digital products, or services that have already been substantially delivered may be limited or unavailable, depending on the work completed.



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4. Non-Refundable Costs

The following may be non-refundable where they have already been incurred:

- Third-party software or service fees
- Domain registration fees
- Hosting fees
- Licensing fees
- Payment gateway or transaction charges
- Purchased digital resources or subscriptions
- Work already completed by Piko Technology Services
- Other third-party expenses incurred specifically for the customer's project

Where applicable, these costs will be communicated to the customer before or during the engagement.

5. Defective or Incomplete Services

If a customer believes that a service has not been delivered according to the agreed requirements, the customer should contact Piko Technology Services as soon as possible.

Piko Technology Services will review the matter and, where appropriate, may provide a correction, adjustment, completion of outstanding work, or other reasonable solution before a refund is considered.

For customised projects, the agreed project specifications, quotation, statement of work, or contract will be used to determine whether the service has been delivered as agreed.

6. Duplicate or Incorrect Payments

If a customer accidentally makes a duplicate payment, the customer should notify Piko Technology Services with the relevant payment or invoice information.

After verification, the duplicate amount may be refunded to the customer using an appropriate payment method.



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7. Refund Processing

Approved refunds will normally be processed within **5–10 business days** after approval.

The actual time for the funds to reflect in the customer's account may depend on the customer's bank, card issuer, mobile money provider, payment gateway, or other financial institution.

Where possible, refunds will be made using the original payment method.

8. Payment Gateway and Transaction Charges

Where a refund is requested for reasons other than an error attributable to Piko Technology Services, any applicable third-party payment processing fees or transaction charges may be deducted from the refundable amount, where permitted by the applicable agreement.

9. Cancellation of Custom Projects

For custom software, website development, and other project-based services, customers are encouraged to review the quotation or project agreement before making payment.

Where a project is cancelled after development or implementation has started, Piko Technology Services may calculate the amount refundable based on:

- Work completed
- Project milestones achieved
- Resources allocated
- Third-party costs incurred
- Materials or licences purchased
- Other agreed project expenses

The customer will be informed of the applicable calculation before any refund is processed.



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10. How to Request a Refund or Cancellation

Refund and cancellation requests should be submitted through the official Piko Technology Services contact channels.

Customers should provide:

- Full name or company name
- Email address
- Invoice or order number
- Service or subscription concerned
- Date and amount of payment
- Reason for the refund or cancellation request

Piko Technology Services may request additional information where necessary to verify the transaction and assess the request.

11. Fraudulent or Unauthorised Transactions

Where a transaction is suspected to be fraudulent or unauthorised, Piko Technology Services may investigate the transaction before processing any refund.

Customers who believe that an unauthorised payment has been made should contact Piko Technology Services and, where appropriate, their bank or payment provider immediately.

12. Changes to This Policy

Piko Technology Services reserves the right to update this Refund and Cancellation Policy from time to time.

Any changes will be published on this page with an updated effective date.

By purchasing or subscribing to our services, customers acknowledge that they have read and understood this Refund and Cancellation Policy.