



WORKS TECH
CAPITAL INTERNATIONAL L.L.C.

CANCELLATION & REFUND POLICY

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Last Updated:
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1. Introduction

This Cancellation & Refund Policy explains the general principles that apply to the cancellation, termination, refund, credit, or other adjustment of paid services, projects, products, subscriptions, and other commercial engagements with **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** (“WORKS”, “we”, “us”, or “our”).

Because WORKS provides a diversified range of technology, business, advisory, project, professional, digital, and related services, cancellation and refund arrangements may vary depending on the nature of the engagement, the agreed scope, the stage of delivery, work completed, resources committed, third-party costs, licences, subscriptions, and other relevant circumstances.

Where a quotation, proposal, statement of work, service agreement, project agreement, licence, order, invoice, or other written contractual document contains specific cancellation, termination, refund, or payment provisions, those specific provisions will govern the relevant engagement and will take precedence over this Policy to the extent of any inconsistency.

Nothing in this Policy is intended to exclude, waive, or restrict any mandatory right or remedy that cannot lawfully be excluded or limited under applicable law.

2. Scope of this Policy

This Policy applies to paid services, projects, products, subscriptions, and other commercial engagements provided by **WORKS TECH CAPITAL INTERNATIONAL L.L.C.**, including, where applicable:

- software, applications, digital products, and development services;
- information technology consulting, support, and managed services;
- management consulting, business advisory, project management, and business support services;
- data processing, cloud, hosting, digital infrastructure, and related technical services;
- artificial intelligence, research, innovation, and emerging technology services;
- technology products, licences, subscriptions, digital solutions, and commercialization activities;
- customized projects, deliverables, assessments, studies, implementation, and professional services; and
- other paid services or engagements agreed with WORKS.

The specific cancellation, termination, refund, credit, or payment arrangements applicable to any engagement may be further defined in the relevant quotation, proposal, statement of work, agreement, licence, order, invoice, or other contractual documentation.

This Policy does not replace specific contractual terms and should be read together with the applicable engagement documents and any mandatory rights provided by applicable law.



3. Requesting Cancellation

A client wishing to cancel a service, project, subscription, order, or other paid engagement with **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** should notify WORKS as soon as reasonably possible through an authorized communication channel.

Cancellation requests should normally be submitted in writing and should include sufficient information to identify the relevant engagement, such as:

- client name;
- company or organization name, where applicable;
- project, service, order, or subscription reference;
- quotation, invoice, or contract reference, where available;
- the service, project, product, or engagement being cancelled; and
- the requested cancellation date.

WORKS may request additional information where reasonably necessary to verify the request, identify the relevant contractual arrangements, and determine the applicable cancellation and refund treatment.

Cancellation will take effect in accordance with the applicable agreement, subscription, order, licence, or other contractual documentation and once the request has been received and processed by WORKS.

4. Cancellation Before Work Begins

Where a client cancels an engagement before substantive work has commenced, **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** will assess any amount already paid against costs and commitments reasonably incurred in connection with the engagement.

These may include:

- administrative or preparatory work already completed;
- professional time or resources already reserved or committed;
- non-refundable third-party costs;
- licences, subscriptions, registrations, hosting, platform, or external service fees already incurred; and
- other reasonable costs arising directly from reliance on the agreed engagement.

Any remaining refundable amount will be determined in accordance with the applicable contractual terms and applicable law.

Where no substantive work has commenced and no material non-recoverable costs or commitments have been incurred, a greater proportion of the amount paid may be eligible for refund.



5. Cancellation After Work Has Commenced

Where a client cancels an engagement after **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** has commenced providing the agreed services, the client may remain responsible for amounts reasonably attributable to work already performed and commitments already made.

These may include:

- work completed up to the effective cancellation date;
- professional time and resources already used;
- completed or partially completed deliverables;
- project management, coordination, analysis, design, implementation, or support activities already undertaken;
- third-party commitments and non-recoverable costs;
- licences, subscriptions, hosting, platform, or technology services acquired for the engagement; and
- other reasonable costs arising directly from the cancellation.

Any refund will normally be determined after deducting amounts properly attributable to completed work, committed resources, and legitimate non-recoverable costs.

WORKS will not impose cancellation charges that are disproportionate to the circumstances or inconsistent with the applicable agreement or applicable law.

6. Customised & Project-Based Services

Many services provided by **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** are tailored to the specific requirements, objectives, scope, and operating environment of each client or project.

These may include:

- custom software, applications, systems, and digital solutions;
- project-specific studies, assessments, plans, reports, and advisory deliverables;
- implementation, configuration, integration, and technical work;
- business, operational, organizational, or project development services;
- customized documentation, models, frameworks, methodologies, or professional materials;
- and other client-specific products, services, or deliverables.

Once substantive customized work has commenced, amounts attributable to work already performed, professional time used, resources committed, completed or partially completed deliverables, and non-recoverable project or third-party costs may not be refundable.



Any remaining refundable amount, credit, or other adjustment will be assessed according to the stage of completion, the nature of the deliverables, the applicable contractual terms, and applicable law.

7. Software, Digital Solutions & Development Services

For software, application, platform, system, digital product, and other development services provided by **WORKS TECH CAPITAL INTERNATIONAL L.L.C.**, payments may be linked to deposits, project stages, milestones, development progress, acceptance points, licences, deployment, maintenance, subscriptions, or continuing support.

If a client cancels a development engagement after work has commenced, amounts may remain payable for work already performed, including requirements analysis, planning, architecture, design, development, configuration, integration, testing, deployment preparation, project management, documentation, and other agreed activities already undertaken.

Amounts relating to completed milestones, accepted deliverables, activated licences, consumed subscriptions, deployed environments, or non-recoverable third-party technology costs will generally remain payable or non-refundable, subject to the applicable agreement and applicable law.

Any refund, credit, or adjustment relating to unfinished portions of the engagement will be assessed according to the stage of completion, work performed, committed resources, applicable third-party costs, and the relevant contractual terms.

8. Advisory & Professional Services

For advisory, consulting, planning, assessment, research, project, and other professional services provided by **WORKS TECH CAPITAL INTERNATIONAL L.L.C.**, fees may relate to professional time, analysis, meetings, research, documentation, reports, recommendations, project coordination, and other agreed activities or deliverables.

If a client cancels such an engagement after work has commenced, amounts may remain payable for:

- consultations, meetings, or professional sessions already delivered;
- research, analysis, assessment, or planning already undertaken;
- reports, recommendations, documentation, or other deliverables already prepared or partially completed;
- professional time specifically reserved or committed where reasonably applicable;
- project management, coordination, or administrative work already performed; and
- other reasonable costs directly related to the engagement.



Where a professional service or agreed deliverable has been fully provided in accordance with the applicable agreement, a refund will not normally be available solely because the client later decides not to use the advice, report, recommendation, or completed work.

This does not affect any rights that may arise under applicable law or the relevant agreement where a service materially fails to conform to the agreed requirements.

9. Hosting, Subscriptions & Recurring Services

Where **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** provides or coordinates hosting, cloud services, maintenance, support, subscriptions, managed services, software access, platform access, or other recurring services, cancellation may be subject to the applicable billing cycle, subscription term, notice period, minimum commitment, third-party provider terms, and charges already incurred or committed.

Cancellation of a recurring service does not automatically entitle the client to a refund of fees properly charged for a current or completed billing period.

Where services, licences, subscriptions, hosting capacity, platform access, or other resources have already been activated, reserved, provisioned, or purchased for the client, the related amounts may remain payable or non-refundable to the extent those costs cannot reasonably be recovered.

Where unused prepaid amounts are refundable under the applicable agreement or mandatory law, WORKS will assess and process the refundable balance accordingly.

Any renewal, suspension, downgrade, upgrade, or termination of recurring services will be governed by the applicable subscription, service agreement, order, licence, or other relevant contractual terms.

10. Third-Party Costs & Non-Recoverable Expenses

Certain services, projects, products, or engagements of **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** may require payments or commitments to third parties, including hosting providers, cloud service providers, software vendors, platform providers, domain registrars, professional advisers, government or registration bodies, technology providers, payment processors, advertising or media providers, suppliers, contractors, and other external service providers.

Third-party charges that have already been incurred, committed, activated, purchased, or otherwise become non-recoverable to WORKS will generally not be refundable to the client.

Where a third-party provider issues a refund, credit, rebate, cancellation adjustment, or other recovery attributable to the client's engagement, WORKS will take that amount into account when determining any refund, credit, or adjustment due to the client.



Clients remain responsible for third-party costs that were reasonably incurred or committed in accordance with the agreed scope, applicable instructions, or contractual arrangements.

Where practical, WORKS will seek to identify material third-party costs separately in the relevant quotation, proposal, invoice, statement of work, or other commercial documentation.

11. Deposits, Advance Payments & Milestone Payments

WORKS TECH CAPITAL INTERNATIONAL L.L.C. may require a deposit, advance payment, milestone payment, or other agreed amount before work begins, before resources are reserved, or at specified stages of a service, project, subscription, licence, or other commercial engagement.

The treatment of such payments will depend on the applicable contractual terms, the stage of the engagement, work already performed, resources reserved or committed, third-party costs incurred, licences or subscriptions activated, and other relevant circumstances.

A deposit or advance payment will not automatically be treated as non-refundable in every case unless expressly stated in the applicable agreement and permitted by law.

Where cancellation or termination occurs, WORKS will assess the amount reasonably attributable to:

- work already performed;
- professional time and resources already used or committed;
- completed or partially completed milestones or deliverables;
- third-party costs and non-recoverable expenses;
- activated licences, subscriptions, platforms, hosting, or technology services; and
- other legitimate costs arising directly from the engagement.

Any remaining balance eligible for refund, credit, or other adjustment will be determined in accordance with the applicable agreement and applicable law.

Amounts properly due in respect of completed milestones or accepted deliverables will generally remain payable, subject to the relevant contractual terms and applicable law.

12. Completed Services & Deliverables

Where a service, project stage, milestone, deliverable, licence, subscription period, or other agreed obligation has been fully performed, completed, delivered, activated, or accepted in accordance with the applicable agreement, the related amount will generally remain payable and will not normally be refundable.

A refund will not usually be available solely because the client:



- changes its plans or business direction;
- no longer requires the completed service or deliverable;
- decides not to use, implement, publish, deploy, or commercialize the completed work;
- changes internal priorities, management decisions, budgets, or project arrangements; or
- obtains the same or a similar service from another provider.

This does not affect any rights the client may have under the applicable agreement or applicable law where the service, deliverable, or performance materially fails to conform to the agreed requirements.

Where only part of an engagement has been completed, any refund, credit, or adjustment relating to the remaining uncompleted portion will be assessed separately in accordance with this Policy and the applicable contractual terms.

13.Changes in Scope, Rescheduling & Credits

A request to reduce, suspend, postpone, reschedule, expand, or otherwise materially change the agreed scope of a service, project, subscription, or other engagement may affect pricing, delivery timelines, committed resources, third-party costs, milestones, and any refund or credit that may otherwise be available.

Where appropriate and subject to agreement, **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** may:

- revise the scope or deliverables;
- reschedule remaining work or project milestones;
- adjust timelines, resources, or implementation methods;
- apply an appropriate service credit;
- transfer an agreed amount or unused balance to another approved service or project; or
- restructure the engagement through another mutually agreed commercial arrangement.

Any credit, transfer, rescheduling, or scope adjustment is subject to the applicable contractual terms and must be agreed by WORKS and the client.

Amounts attributable to work already completed, committed resources, completed milestones, third-party charges, or non-recoverable costs will generally remain payable or non-refundable.

Any revised arrangement should, where appropriate, be documented in writing through an updated quotation, change order, statement of work, agreement, or other relevant commercial or contractual document.



14. Cancellation or Termination by WORKS

WORKS TECH CAPITAL INTERNATIONAL L.L.C. may cancel, suspend, or terminate a service, project, subscription, licence, or other engagement where permitted by the applicable agreement and applicable law, including where:

- required payments remain materially overdue;
- the client materially breaches the applicable agreement;
- required information, approvals, access, instructions, or cooperation are not provided;
- continued performance would be unlawful, restricted, unsafe, or inconsistent with applicable regulatory, professional, security, or ethical requirements;
- the engagement creates an unacceptable legal, financial, operational, reputational, security, or compliance risk;
- a necessary third-party service, licence, authorization, platform, or dependency becomes unavailable or is withdrawn; or
- circumstances arise that make continued performance impracticable or commercially unreasonable.

Where WORKS terminates an engagement for reasons not attributable to a breach, default, or misconduct by the client, any amount paid for the unprovided portion of the service will be assessed for refund, credit, or other appropriate adjustment, taking into account work already completed, committed resources, third-party costs, and other legitimate non-recoverable expenses.

Where termination results from the client's breach, default, non-payment, or other attributable conduct, amounts already earned, work performed, committed resources, completed milestones, and non-recoverable costs may remain payable or non-refundable, subject to the applicable agreement and law.

Where reasonably practicable, WORKS may provide notice before cancellation, suspension, or termination unless immediate action is necessary for legal, security, operational, risk, or other legitimate reasons.

15. Where WORKS Cannot Provide the Service

Where **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** is unable to provide an agreed paid service, project, product, subscription, licence, or other engagement, and no suitable alternative arrangement is agreed with the client, the amount paid for the unprovided portion will generally be considered for refund, credit, or another appropriate adjustment.

Any assessment will take into account:

- services or work already provided;
- completed or partially completed deliverables;
- professional time and resources already used or committed;



- licences, subscriptions, platforms, hosting, or technology services already activated;
- third-party costs that are non-refundable or cannot reasonably be recovered; and
- any other legitimate costs directly attributable to the engagement.

Where WORKS proposes an alternative service, revised scope, replacement arrangement, credit, or rescheduling option, the client may accept such arrangement subject to mutual agreement.

Nothing in this section requires the client to accept an alternative arrangement where applicable law or the relevant contract entitles the client to a monetary refund.

16. Refund Assessment & Eligibility

Where a cancellation or refund request is received, **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** will assess the request based on the circumstances of the relevant engagement and the applicable contractual terms.

The assessment may take into account:

- the reason for cancellation or refund;
- the stage of the service, project, subscription, licence, or other engagement;
- work already completed or partially completed;
- deliverables already provided, activated, or accepted;
- professional time and resources already used or committed;
- completed milestones;
- third-party costs and non-recoverable expenses;
- deposits, advance payments, milestone payments, invoices, or other amounts already paid or due;
- any credits, recoveries, or refunds received from relevant third parties; and
- any mandatory rights available under applicable law.

A refund may be approved in full, in part, as a credit, or through another appropriate adjustment depending on the applicable circumstances.

No refund is automatically guaranteed solely because a cancellation request has been submitted. Refund eligibility will be determined according to this Policy, the applicable contractual documentation, and applicable law.

The purpose of the assessment is to reach a fair and reasonable outcome that reflects the work performed, costs incurred, resources committed, and rights of the parties.



17. Refund Method & Processing Time

Where a refund is approved by **WORKS TECH CAPITAL INTERNATIONAL L.L.C.**, WORKS will normally seek to return the approved amount through the original payment method where reasonably practicable.

Where the original payment method is unavailable, unsuitable, or cannot reasonably be used, WORKS may agree with the client on another lawful and appropriate payment method.

WORKS may request information reasonably necessary to verify the original payment, confirm the identity or authority of the recipient, and process the refund securely.

Approved refunds will be processed within a reasonable period, taking into account the payment method, financial institution, payment service provider, currency, jurisdiction, and any applicable legal or compliance requirements.

Where applicable law requires a specific refund period, WORKS will seek to process the refund within that period.

The time required for funds to appear in the recipient's account after WORKS has processed the refund may depend on the relevant bank, card issuer, payment provider, correspondent institution, or other financial intermediary and may therefore be outside WORKS's direct control.

Any bank charges, currency conversion differences, intermediary fees, or similar amounts associated with a refund will be handled in accordance with the applicable agreement, payment arrangement, and law.

18. Consumer Rights

WORKS TECH CAPITAL INTERNATIONAL L.L.C. primarily provides technology, business, advisory, project, professional, digital, and related services to companies, institutions, organizations, projects, professionals, and other business clients.

Where an individual enters into an agreement with WORKS as a consumer and mandatory consumer protection law applies, the individual will retain any statutory cancellation, refund, disclosure, or other consumer rights provided by the applicable law.

Where required, WORKS will provide any additional notices, cancellation information, refund rights, or other protections applicable to the relevant transaction, service, digital product, subscription, distance contract, or jurisdiction.

Nothing in this Policy is intended to exclude, waive, or restrict any mandatory consumer right that cannot lawfully be excluded, waived, or limited.



19. Disputed Charges & Chargebacks

If a client believes that a charge, invoice, payment, or transaction has been made incorrectly, the client should contact **WORKS TECH CAPITAL INTERNATIONAL L.L.C.** promptly so that the matter can be reviewed.

Clients are encouraged to raise payment concerns directly with WORKS before initiating a chargeback, payment dispute, reversal, or similar process through a bank, card issuer, payment provider, or other financial institution.

When reviewing a disputed charge, WORKS may consider the applicable agreement, invoice, payment records, work performed, deliverables provided, communications, third-party costs, and other relevant documentation.

Where a chargeback or payment dispute is initiated, WORKS may provide relevant records and evidence to the applicable bank, card issuer, payment processor, or other authorized party for the purpose of responding to the dispute.

Nothing in this section limits any right the client may have under applicable law or the rules of the relevant financial institution or payment provider.

20. Fairness & Applicable Law

Cancellation, termination, refund, credit, and related payment arrangements under this Policy will be applied in accordance with the applicable contractual terms and applicable law.

WORKS TECH CAPITAL INTERNATIONAL L.L.C. does not intend to rely on terms that impose disproportionate cancellation charges, automatically forfeit advance payments without regard to work performed or legitimate costs incurred, or otherwise conflict with mandatory legal rights.

Where appropriate, WORKS will consider the nature of the engagement, work completed, resources committed, third-party costs, amounts already paid or due, and any mandatory rights available to the client.

Where consumer protection or other mandatory law applies, the relevant statutory rights and requirements will prevail to the extent required by law.

Nothing in this Policy is intended to create rights or remedies beyond those provided by the applicable agreement, this Policy, or applicable law.



21.Changes to this Policy

WORKS TECH CAPITAL INTERNATIONAL L.L.C. may update this Cancellation & Refund Policy from time to time to reflect changes in its services, commercial practices, payment arrangements, legal or regulatory requirements, technology, or operational procedures.

The latest version of this Policy will be published on the WORKS website and identified by the applicable **Last Updated** date.

Any changes will apply from the date they are published or from any later effective date expressly stated.

Changes to this Policy will not retrospectively alter cancellation, refund, payment, or other rights already established under an existing contract or engagement unless agreed by the relevant parties or otherwise permitted or required by applicable law.

22.Languages & Governing Version

This Cancellation & Refund Policy is published in English as the official and governing reference version of **WORKS TECH CAPITAL INTERNATIONAL L.L.C.**

An Arabic version, and any other translations that may be made available, are provided for convenience, accessibility, and communication purposes.

In the event of any inconsistency, ambiguity, or difference of interpretation between the English version and any translation, the English version shall prevail, unless otherwise required by applicable law or expressly agreed in writing.

Where any quotation, proposal, statement of work, agreement, licence, order, invoice, notice, or other commercial or contractual document is issued in more than one language, the governing language shall be determined by the relevant document, agreement, or applicable legal requirement.

23. Contact Us

For cancellation, refund, credit, payment, or related enquiries concerning **WORKS TECH CAPITAL INTERNATIONAL L.L.C.**, please contact us through the following authorized channels:

WORKS TECH CAPITAL INTERNATIONAL L.L.C.
30 N Gould St Ste N
Sheridan, WY 82801
United States of America



Email: info@workstechcapital.com

Telephone / WhatsApp: +1 (307) 533-0882

Fax: +1 (307) 466-7144

Website: www.workstechcapital.com

Unified Electronic Window: www.workstechcapital.com/qr/

Please include sufficient information to identify the relevant service, project, subscription, invoice, payment, order, or engagement so that we can review and respond to your enquiry appropriately.

