

Refunds

We do not give out refunds . . . *no matter what!!*

Websites/Mobile Websites

If you've ordered a website/mobile website, and the web designer starts work on the website, you are paying for the website and the designers' time. [Our designers are paid \\$75 per hour](#). Yes, it seems high but they have bills to pay as well and we have to pay them for the time they worked on the site whether it was one minute or several hours.

Too many times, people have had our designers' start a project and they were asked to stop only after a few minutes or a few hours. The argument of what the client owed the designer for their time was less than what it should have been. Our designers do not work for FREE! They must get paid for their time, experience and education on the subject matter. Therefore, we do not issue refunds.

An Example

One of our designers was called by a client at the last minute to design a mobile website on a Wednesday. Payment was made by the client and exchanges of information for the website was made.

The designer started working on the website that same day because the *client* kept insisting the website had to be up by that Saturday. The designer emailed a peek at the website and the client had several changes that needed to be made but the designer did tell the client the site was a raw, rough draft and just wanted to assure the client their website was being given full attention to meet the deadline for Saturday.

The designer worked tirelessly for 8 hours straight without food, water or a bathroom break. In the meantime, the client wanted to bring in someone else for what reason the designer did not understand. The client continued to barrage the designer with nitpicking ideas and advice they thought would be helpful in the design of the website. Mind you, the client had told the designer they had no website or design experience. They were very low tech even when it came to cell phones. However, the client expected the designer to march to their impatient, speedy drummer. But the designer was going as fast as they could under those circumstances.

The client continued texting with all sorts of ideas, color tips, tricks and “hurry up” pleas which only irritated the designer even more. The designer put 7 rough cut draft pages together but that wasn’t enough for the client. If the client was going to continually send demanding emails and texts, why didn’t the client create the website themselves??? Why not take a class and learn how instead of driving our designer crazy? The designer emailed the client and told them they were stopping at 7 PM for dinner, some creative thinking on the site and sleep. Oh my god! Why did the designer have to do that? Why weren’t they working around the clock on that website?

Next morning, the designer gets 3 texts in the last one, the designer was asked to cease and desist on the website. Now, the client wants a refund . . . a full refund. Our designer gave up other jobs and private time to work on this website full out until Saturday 11:59 PM.

The client only wanted to give the designer *half* of what they paid and for all the time they put into the website. We backed our designer and refused to pay the refund. In the end, we sued the client and they ended up owing the designer money. Our designer worked hard, dropped everything to be at the beck and call of the client and that still was not enough. We like our designers to be healthy and worn down, harassed, bullied, stalked and treated with respect to their person and their experience. *We do not give refunds!*

We back our designers and we make sure they get paid their worth, but especially for their time!

Office 2007/2010 Training

We do training in Microsoft Office 2007/2010/2003. If you need an instructor to stand in front of a class of computer with students waiting for serious instruction, we will be there.

If you pay for a class but you decide to drop the class, you will receive a "credit". This will allow you to come back afterwards and résumé classes in that software. It will be up to the instructor if you can take a more advanced level of that same software, but no refunds.

An Example

A student signed up for a class and things were going well or so the instructor thought. The student came religiously for the first 5 weeks of a 9-week class. Then one day, the student stopped coming. The instructor tried to get in contact but was unable to reach that student. The course finished but without the student and the instructor wondered what ever happened to the student.

Two years went by and one day, the instructor was asked to go to the office because there was a phone call. It was the student wanting to talk directly to that instructor. She explained she had been quite ill and was now ready to return to class. She had a renewed spirit and wanted to pick up where she left off. She had been studying off and on since leaving and wanted to let the instructor know how her life had changed to the point she lost 350 pounds and she was ready to go. The instructor set up a day for the student's return.

When the student returned, she walked into class and the instructor didn't even recognize her. She had indeed lost weight. But the instructor queried about the additional 300 pounds. As it turned out, she lost 45 pounds on her own and the other 300 pounds . . . she got a divorce!!

Turned out her husband did not want her going back to school because he felt she'd had enough education. He didn't think women should be too smart. Just dumb enough for him to manipulate. Because she hadn't finished the class and the money was still there, she was able to finish the class several weeks later under her maiden name and get a new lease on life.

No refunds . . .

You will receive a credit for your classes if you stop at any time. You will be able to pick up where you left off or continue to another level depending on the instructor.