

Nextera Consulting Cancellation Policy

Cancellation Policy

Last Updated: September 27, 2026 - Effective: September 27, 2026 - Nextera Consulting - Chicago, IL

This policy explains how cancellation works for scoped Nextera consulting, workflow, automation, hosting, and support engagements. A signed proposal or statement of work (SOW) controls if it says something different.

01 Before paid work begins

You may request cancellation before paid work begins. The Refund Policy explains when an initial payment may be refunded.

For an engagement paid after a proposal or SOW is signed, paid work begins on the next business day following payment unless the applicable proposal or SOW states otherwise. If you purchase through a Whop checkout link before a proposal or SOW is signed, paid work begins on the next business day following signature of the applicable proposal or SOW.

Booking or completing the free AI Ops Audit, discussing a possible engagement, or making an initial payment alone does not begin paid work.

02 After paid work begins

You may request cancellation at any time. Once paid work begins, the initial payment is non-refundable unless the applicable proposal or SOW or applicable law states otherwise. Any additional cancellation, payment, or delivery terms are governed by the applicable proposal or SOW.

03 Ongoing support, hosting, and workflows

You may cancel separately scoped ongoing support at any time. Unless the applicable proposal or SOW states otherwise, support, hosting, and any Nextera-managed workflow may stop at the end of the current monthly period.

04 Export requests

You may request an export of available client-specific workflow materials or data. Nextera will make reasonable efforts to provide an available export subject to the applicable proposal or SOW, platform constraints, payment status, and the time required to prepare it.

Where applicable, an export may include a client workflow file with secrets removed, such as an n8n workflow export, or client-specific code with Nextera secrets removed. Exports do not include third-party accounts or credentials, Nextera confidential information, or reusable Nextera materials unless the applicable proposal or SOW states otherwise.

05 How to request cancellation

Send cancellation requests to legal@nexteraconsult.com. Include the client name, purchase or invoice reference, and the engagement or support service involved.

We will follow up to discuss the request and then send a written decision to approve or reject it under the applicable terms and law. If a request is approved, we will follow up again to confirm the outcome and provide any requested information within a reasonable time.

06 Governing terms

If this Policy conflicts with an applicable signed proposal or SOW, the signed proposal or SOW controls. Nothing in this Policy limits rights that cannot be waived under applicable law.