

Nextera Consulting Refund Policy

Refund Policy

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

This policy explains refund requests 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 Initial payment before paid work begins

If you request a refund before paid work begins, the initial payment may be refundable, subject to the applicable proposal or SOW and applicable law. This also applies when you purchase through a Whop checkout link before a proposal or SOW is signed.

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.

02 Initial payment after paid work begins

Once paid work begins, the initial payment is non-refundable unless the applicable proposal or SOW or applicable law states otherwise.

03 Ongoing support and third-party costs

Refund treatment for separately scoped ongoing support or hosting is governed by the applicable proposal or SOW. Third-party platform, model, API, data, hosting, communications, and other usage costs are not refundable by Nextera unless the applicable proposal or SOW expressly states otherwise. Where practical, client-owned third-party accounts are billed directly.

04 Whop payments

Whop may process payment transactions when Nextera provides a Whop checkout link. Questions about the Nextera service, cancellation, or a refund request should be sent to legal@nexteraconsult.com. Questions about an unrecognized charge, duplicate payment, or payment-processing error may also require Whop support. If Nextera approves a Whop refund, Whop processes the payment reversal to the original payment method under its own terms and processing timelines.

05 How to request a refund

Send refund requests to legal@nexteraconsult.com. Include the client name, purchase or invoice reference, and the engagement or 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.