

PART B · POLICY 2

Refund, Return and Cancellation Policy

How cancellations and refunds work for Orders placed on the AfterWorc Platform.

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Version / last updated	1.0 / 20 September 2026
Applies to	afterworc.com, its subdomains and any AfterWorc app (the "Platform")

In short. AfterWorc sells digital services, not physical goods, so there is nothing to ship back. "Return" here means getting your money back. You can cancel free of charge before work starts. Undelivered work is refunded. Delivered work you disagree with goes through a dispute review. Refunds go back to the payment method you used, in euro.

1. Scope

- 1.1 This policy applies to all Orders placed on the Platform and forms part of the Terms and Conditions. It is shown to you before you pay and you confirm you have read it by ticking the box at checkout.
- 1.2 Because Engagements are digital services delivered online, there are no goods to return. Where this policy refers to a "return", it means the return of your payment.

2. Cancelling before work starts

- 2.1 A Client may cancel an Order free of charge at any time before the Specialist has started the work (the Specialist accepts the Order and marks it as started). The full amount, including any platform fee, is refunded.
- 2.2 If the Specialist does not accept an Order within 3 business days, the Order is cancelled automatically and the full amount is refunded.
- 2.3 If AfterWorc cancels an Order (for example because the Specialist becomes unavailable or a verification check fails), the full amount is refunded.

3. Cancelling after work has started

- 3.1 For Engagements paid in milestones, the amount for milestones that have not started is refunded in full. The amount for milestones already delivered and accepted is not refundable.
- 3.2 For a milestone that has started but is not yet delivered, the Client and Specialist agree a fair amount for the work done. If they cannot agree, AfterWorc decides under section 6.
- 3.3 The platform fee relating to work that was delivered and accepted is not refundable. The platform fee relating to work that was not delivered is refunded.

4. Late or missing delivery

- 4.1 If a Specialist does not deliver by the agreed date plus a grace period of 3 business days, the Client may cancel the undelivered part of the Order and receive a full refund of the funds held for it.
- 4.2 Delays caused by the Client (for example missing information or access) do not count as late delivery.

5. Acceptance window and revisions

- 5.1 After delivery the Client has 5 business days to accept the work, request the revisions included in the Order, or open a dispute. If the Client does nothing, the work is treated as accepted and the funds are released to the Specialist at the end of the window.
- 5.2 Revision rounds included in the Order must be completed before a refund for quality reasons is considered.

6. Disputes

- 6.1 To open a dispute, use the dispute button in your Order workspace or email info@afterworc.com with the Order number and a description of the problem, before the acceptance window ends. Funds stay held while a dispute is open.
- 6.2 We review the Order, the agreed scope, the messages and the delivered files, and we may ask both sides for more information. We aim to decide within 10 business days.
- 6.3 Our decision may be a full refund, a partial refund, release of the funds to the Specialist, or a revision of the work. Our decision does not affect any legal right either side has.

7. Consumers: right of withdrawal

- 7.1 Most Orders are made by businesses. If you are a consumer buying at a distance, Estonian law (Law of Obligations Act) gives you the right to withdraw from the contract within 14 days without giving a reason.
- 7.2 If you ask for the service to start during the 14 days, you pay for what has been provided up to the moment you tell us you withdraw.
- 7.3 If the service has been fully performed and you expressly asked us to start and acknowledged that you would lose the right of withdrawal once it was fully performed, the right no longer applies.
- 7.4 To withdraw, tell us clearly by email to info@afterworc.com or through the Platform. You may use any wording.

8. How refunds are paid

- 8.1 Refunds are paid back to the payment method used for the Order, in euro. Card payments go back to the same card; bank-link payments go back to the account they came from.
- 8.2 After a refund is approved we start it within 5 business days. Your bank or card issuer may then take a further 5 to 10 business days to show it on your statement.
- 8.3 We do not deduct card or payment-processing fees from refunds that result from our error or from non-delivery. For a cancellation after work has started, section 3 applies.
- 8.4 We confirm every refund by email.

9. Chargebacks

- 9.1 Please contact us before asking your card issuer to reverse a payment. Most problems are solved faster through this policy. Chargeback procedures are described in the Payment, Security and Accepted Cards Policy.

10. Contact and how to ask for a refund

Email	info@afterworc.com, subject line "Refund request – Order [number]"
Phone	+372 5332 7539 (Mon–Fri 09:00–17:00 Estonian time)
Post	AfterWorc OÜ, Mäealuse tn 10/2, 12618 Tallinn, Estonia
Include	Order number, name and email on the account, what went wrong, and any files or screenshots that help
Reply time	Within 2 business days

Subscriptions: AfterWorc does not currently sell recurring subscriptions. If that changes, cancellation terms will be shown before you subscribe and you will be able to cancel at any time before the next charge.