messha.

LEGAL

Refund Policy

What's refundable, what isn't, and how to ask.

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1. Our promise

We want you happy with your Messha experience. This policy spells out refunds so there are no surprises.

2. Deposits

Every Launch project starts with a 50% deposit of the project total. Deposits are non-refundable once paid, unless Messha is at fault, for example if we can't deliver what we agreed to.

3. The other 50%

The remaining 50% is due at launch, before final delivery. If you reach the final review and decline the work, you won't owe the remaining balance, but the deposit isn't refunded. This option is only available at the final review stage.

4. Keep and Keep+

Keep and Keep+ renew monthly or yearly. You can cancel any time.

- When you cancel, we refund the unused part of your current billing period, prorated to the day you cancel.
- Your service ends on the day you cancel.

5. Expand add-ons

One-time add-ons are part of your project total, so they follow the same deposit and balance rules. Keep+ add-ons follow the Keep rules above.

6. Everything else

Anything not covered here, including technical errors and duplicate charges, is reviewed case by case.

7. How to ask

Email legal@messha.io with your name, your project, and the reason for your request. We reply within 5 business days.

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