

Refund Policy

What is refundable, what is not, and how the process works.

Effective Date: January 1, 2026 | Messha LLC, Wyoming | legal@messha.io

1. Our Commitment

We want you to be happy with your Messha experience. This policy explains clearly what is and is not refundable so there are no surprises.

2. Deposits

All projects require a 50% deposit before work begins. Deposits are non-refundable. This deposit covers the time and resources committed to your project from the moment work starts.

3. Project Balance

The remaining 50% balance is due before final delivery. If you reach the final review stage and decline the deliverable, you will not owe the remaining balance, but the deposit is not refunded. This option is available only at the final review stage.

4. Care and Recurring Services

Care is a recurring subscription billed monthly or annually. You may cancel at any time.

- Monthly plans: service continues until the end of the current billing period. No partial refunds.
- Annual plans: service continues until the end of the annual period. No refunds for unused months.

5. Add-Ons

One-time add-ons follow the same deposit and balance structure as the main project. Recurring Care add-ons follow the same cancellation terms as Care subscriptions.

6. Donations

All donations made through the Giving Center (Donate or Raise) are final and non-refundable. Messha LLC is not a registered charity and donations are not tax-deductible.

7. Exceptions

In rare circumstances involving technical errors or duplicate charges, we will review refund requests on a case-by-case basis.

8. How to Request

To discuss a refund or cancellation, contact us at:

legal@messha.io

Please include your name, project details, and reason for the request. We aim to respond within 5 business days.