

Refund and Cancellation Policy

Free Clear Port Consulting LLC

Effective Date: November 20, 2025

Company Address: 30 N Gould St, Sheridan, WY 82801, United States

Website: <https://fcp-consulting.co>

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This Refund and Cancellation Policy describes the conditions under which clients may request cancellations or refunds for engineering consulting design development and related professional services. By engaging our services you acknowledge and accept the terms of this Policy.

1. Nature of Engineering and Consulting Services

Engineering consulting work involves time expertise research and technical development that begins well before deliverables are produced. Many elements of a project include analysis planning design calculations and documentation that cannot be undone or returned once created.

For this reason refunds are limited and apply only to situations described in this Policy.

2. Refund Eligibility

Refunds are evaluated based on the stage of the project at the time the request is made. The following sections outline eligibility.

Before Work Begins

If payment has been made and no work has started the client may request a full refund. Work is considered to have started once we review specifications begin research or allocate engineering resources.

During Early Research or Preliminary Analysis

If initial research evaluation of client data and preliminary planning have begun but no engineering calculations or documentation have been created the client may request a partial refund.

The non refundable portion includes the cost of allocated time communication and early project activities.

After Engineering Work Has Started

Once calculations CAD models technical sketches concept drawings or documentation have been created refunds are no longer available.

Engineering work produces intellectual value that cannot be returned or resold.

After Delivery of Any Draft or Final Deliverable

If any part of the project has been delivered even in draft form the project is considered substantially performed and is fully non refundable.

3. Cancellation Requests

Clients may cancel a project at any time by sending a written request to info at fcp consulting dot co.

Upon cancellation the client must pay for all work completed up to the date of the request.

If the client wishes to resume a cancelled project later continuation may require a new agreement and updated pricing.

4. Refunds for Delays

Most engineering delays are caused by incomplete client data changing specifications slow communication or new requirements. These do not qualify for refunds.

If a delay occurs solely due to the company and no work has been performed for an excessive period the client may request a partial refund.

What constitutes an excessive delay is determined on a case by case basis but always considers the complexity and nature of the engineering work.

5. No Refund Situations

Refunds cannot be issued in the following circumstances.

The client changes project goals scope or technical requirements after work has started

The client provides inaccurate or incomplete data that requires redesign or additional calculations

The client becomes unresponsive or fails to provide information required for progress

The client dislikes a design concept after it has been developed according to specifications

The client chooses to discontinue a project for personal reasons unrelated to the service quality

The client requests features that were not included in the original proposal

The client uses work produced before requesting a refund

6. Deposits and Upfront Payments

Deposits are used to secure engineering time and planning resources.
Deposits are non refundable once work begins.
In rare cases where work has not yet begun the deposit may be refunded in full.

7. Payment Disputes

Clients agree to contact Free Clear Port Consulting LLC directly before initiating any dispute with a bank card issuer PayPal financial institution or payment processor. Unjustified disputes or chargebacks may result in suspension of services and legal action to recover costs.

8. Quality Assurance and Revisions

We strive to provide accurate and professional engineering solutions.
If a calculation drawing or document requires a minor correction based on the original specifications we will revise it at no additional cost.
Revisions required due to changes in project scope or new information are subject to additional charges and do not qualify for refunds.

9. Refund Method and Timeline

Approved refunds are issued to the original payment method unless otherwise agreed. Processing times vary depending on banking channels Stripe ACH or international wire procedures.

10. Client Responsibilities Related to Refunds and Cancellations

The client must provide correct specifications clear data prompt communication and timely approvals.
The client must evaluate all received deliverables and notify us quickly if clarification is needed.
Failure to fulfill these responsibilities may affect eligibility for refunds.

11. Project Pausing

If a client asks to pause the project all completed work remains payable.
Paused projects may resume later but new timelines and additional costs may apply depending on the updated scope.

12. Company Right to Cancel a Project

Free Clear Port Consulting LLC may cancel a project under the following circumstances.

The client provides false or misleading information

The client requests work that violates laws engineering standards or safety rules

The client becomes abusive or uncooperative

The client fails to pay agreed invoices

In such cases completed work remains non refundable.

13. Changes to This Policy

We may update this Policy to align with changes in business practices regulations or engineering standards.

The effective date reflects the most recent revision.

14. Contact Information

For questions related to cancellations or refunds contact us at

Email: office@fcp-consulting.co

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