atanethyst

# Payment, Cancellation & Refund Policy

**Last updated:** 7 November 2026

## 1. Who this applies to

This policy applies to projects and services provided by Atanas Shekerov, trading as Atanethyst, a sole trader based in England, 55 Oxford Street, Stoke-on-Trent, ST4 7EQ, United Kingdom, enquiries@atanethyst.com. It sits alongside the written proposal and agreement for each project; if they differ, the signed agreement applies. If you're a consumer, your statutory rights are not affected.

## 2. Quotes and agreement

Every project starts with a written proposal setting out the scope, price, timeline, payment stages and number of revision rounds. Work starts once you accept the agreement in writing and the first payment has been received.

## 3. Prices and VAT

Prices are fixed for the agreed scope. Prices for business clients are quoted excluding VAT,and VATis added at the current rate on each invoice. Prices for individual clients are quoted including VAT.My VAT number is GB 410 5997 95. Third-party costs (domain, hosting, software subscriptions, API usage) are paid by you, directly where possible, and are listed in the proposal.

## 4. Payment stages

| Service | Payments |
|---|---|
| Projects up to £1,500 | 50% to start · 50% before launch and handover |
| Projects over £1,500 | 40% to start · 40% when the agreed preview version is ready · 20% before launch and handover |
| Audits | 100% before the audit starts |
| Monthly support | Monthly in advance |

Invoices are due within 7 days. Each invoice is emailed to you with a secure Stripe payment link, where you can pay by card (including Apple Pay and Google Pay), Pay by bank, or the other options shown on the payment page, such as Onelink, Revolut Pay or Klarna. You can also pay by bank transfer: ask for the bank details and quote the invoice number as the reference. Card and bank details are handled by Stripe and never reach me. You can see and download all your invoices in the billing portal at atanethyst.com/billing.

## 5. Late payment

If a payment is overdue, I may pause work until it's paid, and the timeline moves accordingly. For business clients, I reserve the right to claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

## 6. Revisions and changes

Each proposal includes a set number of revision rounds. Extra revisions or new features need a written change request with an agreed price before work starts.

## 7. Approvals

At each milestone I'll ask you to review the agreed deliverables. If I don't receive feedback within 5 working days, the milestone is treated as approved, so the project can keep moving.

## 8. Cancellation by you

- **Before work starts:** your first payment is refunded in full, less any third-party costs already paid for your project. *(Consumers: see also the 14-day right to cancel.)*
- **After work starts:** you pay for work completed up to the cancellation date, based on the agreed price and the milestones reached. Any payment above that is refunded within 14 days.
- **Audits:** once the audit report has been delivered, the audit fee is not refundable.

## 9. Cancellation by me

If I'm unable to complete a project, I'll refund any payment for work not yet delivered and hand over everything completed so far.

## 10. Monthly support

You can cancel monthly support with 30 days' notice by email. Unused time doesn't roll over unless agreed.

## 11. Ownership

Ownership of the custom work passes to you once all payments are made. Third-party and open-source components remain under their own licences. Unless you ask me not to, I may show the finished project in my portfolio.

## 12. Support after launch

Each project includes 30 days of support to fix defects in the agreed work. Changes, new features and support after that are chargeable.

## 13. Complaints and disputes

If you're unhappy with anything, email enquiries@atanethyst.com and I'll respond within 2 working days. We'll try to resolve any disagreement informally first. This policy is governed by the law of England and Wales.