

## Refund Policy

Last Updated: [12/7/2025]

At Skills Professional Services ("we," "our," "us"), we aim to provide a reliable platform where professionals and clients can connect, collaborate, and complete projects successfully. This Refund Policy explains the circumstances under which refunds may or may not be issued.

By using [www.skillsprofessionalservices.com](http://www.skillsprofessionalservices.com)

, you agree to the terms outlined below.

### 1. Nature of Our Platform

Skills Professional Services is not a direct service provider.

We are a connecting platform that allows:

a. Professionals to create accounts and upload their work

b. Clients to hire professionals based on their skills and portfolios

c. All service agreements, project terms, and payments are strictly between the client and the professional.

d. As such, refunds for services rendered by professionals are not managed by Skills Professional Services unless explicitly stated for platform-related fees.

### 2. Refunds for Professional Services

a. Because services delivered by professionals are based on private agreements between the client and the professional:

b. We do not offer refunds for payments made directly between clients and professionals.

c. Any disputes regarding work quality, deadlines, or deliverables must be resolved between the client and the professional.

d. We encourage both parties to clearly define project terms before starting any job.

e. If the platform offers an escrow/payment system (optional):

f. Refund eligibility will follow the escrow provider's rules.

### 3. Refunds for Platform Fees (If Applicable)

a. If the Website charges platform fees such as:

b. Subscription fees for professionals

c. Featured listing fees

d. Promotional or advertising fees

e. Then the following applies:

f. All platform fees are non-refundable once paid.

g. Refunds may only be issued in cases of double payment, technical errors, or billing mistakes.

h. To request a correction, please contact us at [Insert Email] within 7 days of the transaction.

#### 4. No Guarantee of Service Quality

We do not guarantee:

a. The competence or skill of any professional

b. The availability or successful completion of a project

c. The results of any service or job

d. Therefore, refunds cannot be issued based on dissatisfaction with professional services.

#### 5. Project Disputes Between Users

a. In the event of a dispute between a client and a professional:

b. Skills Professional Services may assist by offering communication support

c. We do not provide arbitration or mediation

d. We do not issue refunds for disputes involving service delivery

e. Both parties are encouraged to resolve issues amicably.

## 6. Technical Issues With the Platform

a. If you experience a technical error that prevents you from using a paid feature:

b. Contact us within 72 hours of the issue

c. Provide detailed evidence (screenshots, payment confirmation, etc.)

d. Eligible cases may receive:

e. A replacement of the service, or

f. A credit for future use

g. Refunds in such cases are rare and handled individually.

## 7. Fraudulent Activity

a. If a payment is proven to be fraudulent:

- b. We may reverse or cancel the transaction
- c. We may suspend or terminate the user involved
- d. We will cooperate with payment processors or law enforcement where necessary

#### 8. How to Request a Refund

- a. For eligible situations (platform fees only), you may request a refund by contacting:

 support@skillsprofessionalservices.com

Subject Line: Refund Request

Include:

- a. Your full name
- b. Email associated with your account
- c. Transaction details
- d. Reason for refund request
- e. Our team will review your request within 5–10 business days.

## 9. Policy Changes

We may update this Refund Policy at any time. The updated version will be posted on this page with a new “Last Updated” date. Continued use of the Website constitutes acceptance of any changes.

## 10. Contact Us

For questions regarding this Refund Policy, contact:

 support@skillsprofessionalservices.com

 www.skillsprofessionalservices.com