



Website ♦ Marketing ♦ Data Analyst ♦ Restaurant ♦ *Consultations*

# Invoicing, Payments, Refunds & Cancellations Policy

Company	Document Date	Version Number
Nevin Consultant Group	November 05, 2025	v1.0

## 1. Introduction

- a. Nevin Consultant Group (“we,” “our,” or “us”) is committed to transparent, fair, and professional billing practices. This policy outlines our standard procedures for invoicing, payments, refunds, and cancellations. It is intended to supplement the terms outlined in your Master Service Agreement (“MSA”) or individual engagement agreement. In the event of a conflict, the terms of the MSA or Scope of Work (“SOW”) shall prevail.

## 2. Fee Structure

- a. Fees for consulting services are defined in the applicable MSA or SOW.
- b. Rates may vary based on the scope, duration, and complexity of services.
- c. Any changes to the fee structure must be agreed upon in writing.

## 3. Retainers & Deposits

- a. Certain projects may require a retainer or deposit prior to service commencement.
- b. The amount and terms of such payments will be specified in the MSA or SOW.
- c. Unless otherwise stated, retainers are non-refundable and applied toward the final invoice.

## 4. Invoicing Schedule

- a. Invoices are issued according to the schedule outlined in the MSA or SOW. This may include:
  - i. Milestone-based billing.
  - ii. Monthly billing.
  - iii. Billing upon project completion.
- b. Each invoice will include a breakdown of services rendered, applicable taxes, and payment due dates.



## 5. Payment Terms

- a. Clients are required to remit payment by the due date indicated on each invoice.
- b. Standard payment terms are Net 15 or Net 30 days, as specified in the MSA or SOW.
- c. Accepted payment methods include:
  - i. ACH bank transfer.
  - ii. Credit/debit card.
  - iii. Other methods approved in writing by Nevin Consultant Group.

## 6. Late Payments

- a. Payments not received by the due date may incur a late fee of 1.5% per month on the outstanding balance, or the maximum rate permitted by applicable law.
- b. Continued non-payment may result in:
  - i. Suspension of services.
  - ii. Termination of the engagement.
  - iii. Ineligibility for future engagements.

## 7. Disputes & Adjustments

- a. Clients must notify Nevin Consultant Group in writing of any billing disputes within seven (7) business days of receiving an invoice.
- b. We will review and respond to all disputes in a timely and professional manner.
- c. Adjustments, if warranted, will be reflected in a revised invoice or credit memo.

## 8. Refunds

- a. Refunds are issued only in cases of billing error or service cancellation under mutually agreed terms.
- b. Partial refunds may be considered based on the proportion of work completed at the time of cancellation.
- c. Retainers are generally non-refundable unless otherwise specified in the MSA or SOW.

## 9. Cancellations

- a. Clients may request to cancel services by providing written notice in accordance with the terms of the engagement agreement.
- b. Upon cancellation:
  - i. Work completed up to the date of cancellation will be invoiced.
  - ii. Any unused portion of a refundable deposit (if applicable) will be returned.



- iii. Nevin Consultant Group reserves the right to retain fees for services rendered and costs incurred prior to cancellation.

## 10. Chargebacks & Payment Disputes

- a. Clients agree not to initiate chargebacks or payment reversals through their financial institution without first attempting to resolve the matter directly with Nevin Consultant Group.
- b. Unauthorized chargebacks will be considered a breach of contract and may result in:
  - i. Immediate suspension or termination of services.
  - ii. Engagement of a collections agency.
  - iii. Legal action to recover outstanding balances and associated costs.
- c. If a chargeback is initiated without prior written notice and a good-faith effort to resolve the issue, Nevin Consultant Group reserves the right to dispute the chargeback and provide documentation of the services rendered and agreed-upon terms.

## 11. Questions or Concerns?

- a. If you have any questions, concerns, or requests regarding these policies, please contact us using one of the following methods:
  - i. Email: [support@nevinconsultant.com](mailto:support@nevinconsultant.com)
  - ii. Website Contact Form: <https://nevinconsultant.com/contact-us/>
  - iii. Mailing Address:

Nevin Consultant Group  
732 South 6th Street, STE 4893  
Las Vegas, Nevada 89101
- b. We aim to respond to all inquiries within five (5) business days. For urgent compliance matters, please indicate the nature of your request in the subject line.