**IMEG Refund Policy**

**Effective Date:** 7.5.2025

At IMEG, we take pride in delivering high-quality engineering and consulting services. We understand that transparency in billing and payment processes is important. This Refund Policy outlines the conditions under which IMEG may issue corrected invoices and/or refunds for payments made by clients on client invoices.

**1. General Policy**

Due to the nature of our professional services, all payments made toward IMEG invoices are **non-refundable**, except in cases of billing error, payment error or as otherwise required by law.

**2. Billing Disputes or Errors**

If you believe your invoice is incorrect, please contact our accounting department within **15 days** of the invoice date and if warranted, IMEG will issue a revised invoice. If you believe you overpaid the invoice, please contact our accounting department within 60 days of the payment date. We will review your concern and, if warranted, issue a corrected invoice or refund the overpaid amount.

**3. Refund Eligibility**

Refunds may be issued under the following circumstances:

* Duplicate payments made in error
* Overpayment of invoices
* Services billed in error
* Refunds issued as part of a formal agreement or settlement

All eligible refunds will be processed within **30 days** of approval.

**4. Non-Refundable Circumstances**

Refunds will not be provided for:

* Completed services where project milestones or deliverables have been met
* Client-requested project cancellations after work has begun
* Late payment penalties or fees
* Credit card transaction fee
* Prepaid services that were reserved but not canceled with required notice (if applicable under a contract)

**5. How to Request a Refund**

To initiate a refund request, please contact:

**IMEG Accounting Department**
accountsreceivable@Imegcorp.com
309-788-0673
Include your invoice number, payment details, and a brief description of the issue.

**6. Contractual Agreements Take Precedence**

In cases where a signed contract or professional services agreement exists, the terms outlined in that agreement will take precedence over this general refund policy.

**7. Policy Updates**

IMEG reserves the right to modify or update this policy at any time. Any changes will be communicated via our website or directly to clients.