

Refund Policy

We are committed to providing high-quality and effective marketing services to our clients. However, in cases where clients are not satisfied or if issues arise during the service, we offer a refund policy with specific terms as outlined below:

1. Eligibility for Refund

Refunds are only accepted under the following circumstances:

- **Service Not Delivered on Time:** If we fail to complete the project by the agreed-upon timeline or experience significant delays.
- **Underperformance:** If the results do not meet the effectiveness level agreed upon in the contract, a partial or full refund may be considered.
- **Agency-Caused Technical Errors:** In cases of major technical errors that are the responsibility of the agency and significantly impact the campaign.

2. Requesting a Refund

- **Time Frame:** Clients must submit a refund request within 7 days after the completion of the service.
- **Required Documentation:** Refund requests should include a reason for the request, a copy of the signed contract, and any supporting documents to substantiate the claim.

3. Review Process

- **Step 1:** We will acknowledge receipt of the refund request from the client.
- **Step 2:** Our customer support team will review and assess the refund request in detail.
- **Step 3:** If the request is valid, we will issue a refund according to the terms specified in the contract, or provide an alternative solution if available.

4. Refund Processing Time

- The processing time for refunds is between 10 - 15 business days from the date the request is approved.
- Refunds will be issued to the original payment method used by the client.

5. Non-Refundable Cases

- Cases where the client cancels the contract due to a lack of necessary information or cooperation required for service completion.
- Services that have been fully completed and acknowledged as accepted by the client.

- Outcomes affected by factors outside the agency's control (e.g., algorithm changes, unexpected competition dynamics).