Refund Policy

DIGYBOX, a brand operated by Scalehood LLC | Effective date: November 17, 2026

1. You see it before you pay

Every promotional film is shown to you as a free watermarked preview before you pay anything, and you can request changes at that stage. You only pay once you are happy with what you have seen.

2. Custom digital content

Because each film and image set is made specifically for your business and is delivered digitally, payments are non-refundable once the full-quality files have been delivered, except in the situations below.

3. When you are entitled to a full refund

- We do not deliver your files within 3 business days of your payment.
- The delivered files are materially different from the preview you approved, or are technically defective (for example, they will not play or are missing), and we cannot fix this within 5 business days of your request.
- You were charged twice or charged an amount different from the one shown at checkout. In that case, the duplicate or excess amount is refunded.

4. Small fixes after delivery

For 7 days after delivery we will correct minor issues free of charge, such as a misspelled name, a wrong website address or the placement of your logo.

5. Monthly plans

If you subscribe to a monthly plan, you can cancel at any time before your next renewal date, and you will not be charged again. Payments for a month that has already started are not refunded, and unused films or clips do not carry over to the next month.

6. How to request a refund

Email contact@digybox.online within 14 days of your payment with your business name, the date of payment and the reason for your request. We reply within 2 business days. Approved refunds are returned to your original payment method through our payment processor; your bank may take 5 to 10 business days to show the refund.

If something is wrong, please contact us before opening a dispute with your bank. We will always try to resolve the issue directly and quickly.