

MOTIONVIZ RETURN AND REFUND POLICY

Last Updated: March 16, 2026

1. Digital Product Nature

All MotionViz products are digital goods delivered electronically. Due to the instant-access nature of digital products, all sales are generally final.

2. No Refund Policy

All sales are final. Once you purchase and receive access to a digital product, we do not offer refunds because:

- Digital products cannot be "returned"
- Access is granted immediately upon payment
- Content can be downloaded or viewed instantly

3. Exceptions

We may consider refunds ONLY in these cases:

- Duplicate purchase: You accidentally bought the same product twice
- Technical failure: We failed to deliver the product due to our error
- Billing error: You were charged incorrectly

To request an exception, contact us within 48 hours of purchase at hello@motionviz.in with:

- Your order/payment ID
- Detailed explanation of the issue
- Any relevant screenshots

4. Subscription Cancellations

For subscription products (\$249/mo Playbook, \$799/mo Coaching):

- You may cancel at any time
- Cancellation stops future billing
- No refunds for partial months
- Access continues until the end of your billing period

5. Chargebacks and Disputes

DO NOT file a chargeback or dispute with your bank before contacting us.

If you file a chargeback without contacting us first:

- Your access will be immediately terminated
- You will be permanently banned from all MotionViz products
- We will dispute the chargeback with full documentation
- We may pursue collection for fraudulent chargebacks
- Your information may be shared with fraud prevention services

6. How to Contact Us

Before considering any dispute, please contact us:

- Email: hello@motionviz.in
- Response time: Within 48 hours

We are committed to resolving legitimate issues fairly and promptly.

7. Studio/Custom Work

For done-for-you studio projects (\$8K-\$35K):

- 50% deposit required before work begins
- Deposits are non-refundable once work has started
- Final payment due upon delivery
- Revision policies outlined in individual project agreements

8. Coaching Services

For coaching subscriptions (\$799/mo):

- No refunds for completed sessions
- Missed sessions cannot be refunded
- Cancellation must be made before next billing cycle

By purchasing from MotionViz, you acknowledge that you have read, understood, and agree to this Return and Refund Policy.