

RETURN & REFUND POLICY

Last Updated: October 27, 2025

1. Overview

This Return & Refund Policy applies to all mixing and mastering services. Due to the customized and digital nature of audio services, refunds are limited as described below.

2. No Physical Returns

All services provided are digital in nature. No physical products are shipped, therefore physical returns are not applicable.

3. Refund Eligibility

Refunds are not available once work on a project has started. If a refund request is made before work has begun, it may be considered at our discretion.

4. Revision Policy

Reasonable revisions may be included depending on the purchased service package. If you are not satisfied, revision options should be used before requesting a refund.

5. Client Cancellation

If a client cancels after work has started, no refund will be issued for completed work. Partial refunds may be considered only if no work has been delivered.

6. Technical Issues

If you experience technical problems accessing delivered files, we will provide assistance to resolve the issue.

7. Chargebacks & Disputes

Unauthorized chargebacks or payment disputes without prior communication may result in service suspension and permanent restriction from future services.

8. Contact for Refund Requests

All refund inquiries must be submitted through official support channels. Each case will be reviewed individually.

9. Policy Updates

We reserve the right to update this Return & Refund Policy at any time. Continued use of services constitutes acceptance of the updated policy.