

Refund Policy

1. Nature of Services

All services provided are digital marketing and media development services delivered electronically. By purchasing our services, you acknowledge that results may vary and are not guaranteed.

2. No Guaranteed Results

We do not guarantee specific performance outcomes (including but not limited to revenue, leads or return on investment).

3. Refund Eligibility

Refunds may be granted under the following conditions:

- The service has not yet been started
- A written cancellation request is submitted within 24 hours of purchase

4. Work Already Delivered

If work has already commenced or been delivered (including strategy, setup, creatives or campaign launch), refunds will not be issued for completed portions of the service.

5. Partial Refunds

In certain cases, partial refunds may be granted at our sole discretion, based on the amount of work completed.

6. Client Responsibilities

Clients are responsible for providing necessary materials, approvals and access in a timely manner. Delays caused by the client do not qualify for refunds.

7. Chargebacks

Clients agree to contact us directly to resolve any issues before initiating a chargeback. Unauthorized chargebacks may be disputed with supporting evidence of service delivery.

8. Contact

For refund requests, please contact: support@grinben.com