

CREDIT CARD REFUND POLICY

At Podcast Now, we strive to provide excellent customer service and ensure customer satisfaction. We understand that refunds may be necessary in certain situations, and we are committed to providing a fair and transparent refund process. This policy outlines the terms and conditions for credit card refunds for both online and in-person transactions. By making a purchase or engaging in a transaction with us, you agree to comply with this policy.

1. Refund Eligibility:
 1. To be eligible for a refund, the purchase or transaction must have been made directly through our website (www.podcastnow.ae) or at our physical location.
 2. Refunds are subject to the specific terms and conditions outlined in this policy.
2. Online Refund Process:
 1. If you wish to request a refund for an online purchase, please contact our team within 7 days from the date of purchase.
 2. To initiate the refund process, you will need to provide your project details, including the order number and the reason for the refund request.
 3. Our team will review your request and may ask for additional information or evidence to process the refund.
 4. If the returned product is approved, we will initiate the refund to your original method of payment. Please note that it may take a few business days for the refund to be processed and reflected on your statement, depending on your bank or credit card issuer.
3. In-Person Refund Process:
 1. If you made a purchase in person at our physical location and wish to request a refund, please visit the office within 7 days from the date of purchase.
 2. To initiate the refund process, you will need to provide the original proof of purchase (receipt or invoice)
 3. Our staff will review your request and to ensure it meets the eligibility criteria mentioned in Section 1. 3.4.
 4. If the refund is approved, we will process the refund to your original method of payment.
4. Partial Refunds:
 1. In some cases, we may offer partial refunds for larger service agreements that have already commenced.
 2. The amount of the partial refund will be determined by our team but on the timeline of the project and the deliverables already prepared.
5. Non-Refundable Services:
 1. Digital products or downloads already completed
 2. Custom Services that have already been rendered or completed.
 3. Studio Bookings already commenced or underway
6. Refund Disputes:
 1. If you disagree with our refund decision, you may contact our team or visit our offices to discuss the matter further.
 2. In the event of a dispute, we will make reasonable efforts to reach a resolution in a fair and timely manner.
7. Changes to the Policy:
 1. We reserve the right to modify or update this refund policy at any time without prior notice. Any changes will be effective immediately upon posting the revised policy on our website.



If you have any questions or need further assistance regarding our credit card refund policy for online and in-person transactions, please contact our team via email at info@podcastnow.ae

By making a purchase or engaging in a transaction with us, you acknowledge that you have read, understood, and agreed to abide by this refund policy.

Last updated: June 2023