

SOUNDFX AUDIO

REFUND & CANCELLATION POLICY



Effective Date: September 25, 2026

Thank you for choosing **SoundFX Audio**. This Refund and Cancellation Policy outlines the terms regarding digital product purchases, custom commissions, and live audio event bookings. By accessing our platform, purchasing downloadable items, or signing a service contract with us, you acknowledge that you have read, understood, and agreed to be legally bound by these conditions.

1. PRE-MADE DOWNLOADABLE SOUND EFFECTS (DIGITAL GOODS)

Due to the immediate access nature of digital assets, **all sales are final**. Once a download link has been generated, clicked, or an audio asset has been accessed via your account dashboard, you lose the right to request a refund, exchange, or store credit.

- **No Risk Trial:** Customers are highly encouraged to listen to audio watermarked previews provided on our official website before concluding a purchase.
- **Technical Defect Exception:** If a downloaded file is completely corrupted or contains technical errors rendering it unusable, you must notify us within forty-eight (48) hours of purchase. If SoundFX Audio cannot supply a working replacement asset within 3 business days, a full return of the purchase value will be authorized.
- **EU/UK Statutory Consumer Waiver:** Under current digital content regulations, by checking the confirmation box at checkout and initiating immediate downloading, you explicitly waive your legal 14-day statutory right of withdrawal.

2. CUSTOM SOUND DESIGN & CREATIVE SERVICES (FILM & THEATER)

Custom creative labor for theatrical productions, cinematic features, or independent media involves reserved calendar space, pre-production research, and dedicated engineering time.

- **25% Non-Refundable Retainer:** A mandatory **25% upfront deposit** is required before any sound building or scoring commences. This deposit is strictly non-refundable under all circumstances, acting to compensate the studio for scheduling blocks and initial pre-production labor.
- **Mid-Project Cancellation:** If a client cancels a custom design project prior to delivery, the 25% deposit remains with SoundFX Audio. In addition, the client is financially liable on a pro-rata basis for all completed creative milestones and billable tracking hours logged beyond the initial deposit valuation up to the date of formal termination.
- **Revision Cap:** All custom sound assets include an integrated review framework consisting of up to two (2) modification sessions. Requests for absolute thematic changes outside the parameters of the initial creative brief will incur extra technical hourly fees.

3. LIVE AUDIO EVENT RECORDING SERVICES

Booking live audio tracking or event reinforcement requires dedicating mobile field gear and engineering crews. Because booking confirmation prevents us from accepting concurrent event requests, cancellations are governed by the following strict tier structure calculated from the date of the scheduled event:

Cancellation Notice Window	Client Financial Obligation / Penalty
More than 14 Days Notice	Eligible for a full refund of any amounts paid beyond standard booking administrative costs.
Between 7 and 14 Days Notice	Client forfeits 50% of the gross contract value. Remaining balance amounts are returned.
Less than 7 Days Notice	Client forfeits 100% of total invoiced balance. No refunds or partial balances will be distributed.

4. SUBMITTING A REFUND OR CANCELLATION REQUEST

To officially request a contract termination, report a broken file, or initiate a refund claim under the authorized terms outlined above, you must send a written transmission to our processing unit. Please forward all relevant invoice numbers, receipts, and a concise summary of your issue to our operations dashboard at: **billing@soundfxaudio.com**. Cancellations or file issues filed through casual channels (such as social media messages, text lines, or vocal communication) will not be tracked or valid.

5. FRAUD PREVENTION AND CHARGEBACK POLICY

SoundFX Audio utilizes extensive digital tracking systems to log server connections, download IPs, and asset license deliveries. Attempting a chargeback or payment dispute for digital products that have already been downloaded constitutes automated transactional fraud. SoundFX Audio will aggressively dispute false chargebacks by presenting our logs, receipts, and checkout checkbox agreements directly to the relevant merchant bank.