**Refund Policy**

At Brand Collaborator, we strive to provide top-quality services to both our freelancers and content creators (UGC) as well as the brands that hire them. Due to the nature of our services, all sales are final, and we do not offer refunds for any payments made on our platform.

**1. No Refunds**

Once a payment has been processed for any service or transaction facilitated through Brand Collaborator, it is non-refundable. This policy applies to all payments, including but not limited to:

* **Sign-Up Fees:** Payments made to register as a content creator, freelancer, or brand on our platform.
* **Service Fees:** Any fees deducted for services rendered, including the 20% service fee for freelancers and the 10% service fee for content creators (UGC).
* **Project Payments:** Payments made for specific projects, collaborations, or any other transactions between users on our platform.

**2. Exceptions**

The only exceptions to our no-refund policy are as follows:

* **Technical Errors:** If a payment error occurs due to a technical issue on our platform, we will review the situation and may issue a refund at our sole discretion.
* **Duplicate Payments:** If you are charged more than once for the same service or transaction, please contact us immediately, and we will investigate and issue a refund for any duplicate charges.

**3. Disputes and Resolutions**

We encourage all users to communicate directly with each other to resolve any disputes that may arise during the course of a project or collaboration. Brand Collaborator may assist in mediating disputes, but we do not guarantee any specific outcome or resolution.

**4. Contact Us**

If you have any questions or concerns about our Refund Policy or need assistance with a payment issue, please contact our support team.