

Agency Rules, Sample Policy & Refund Terms

This document defines the official working rules of the agency to protect clients, editors, and the agency itself. By engaging with our services, clients agree to the following terms.

1. General Conduct

- All communication must remain professional and respectful.
- Harassment, threats, or unprofessional behavior will result in immediate service denial.
- The agency reserves the right to refuse service without explanation in case of misconduct.

2. Sample / Trial Policy

- We provide only one short trial sample per client.
- Trial samples are limited (10–20 seconds or partial work only).
- All samples are watermarked and/or low resolution.
- Samples are strictly for style demonstration and are not final deliverables.
- Requests for additional samples will require paid confirmation.

3. Client Commitment Requirement

- Before any sample is delivered, the client must confirm intent to proceed if approved.
- The agency may request a small refundable advance as commitment.
- Refusal to provide commitment will result in no sample delivery.

4. Ghosting & Non-Response Policy

- If a client does not respond within 72 hours after sample delivery, the project will be marked inactive.
- Repeated ghosting may result in permanent blacklisting from agency services.
- Editors will not be assigned further work without confirmation.

5. Refund Policy

- Refunds apply only to advance payments, not completed work.
- Refund is applicable if the sample is rejected within the agreed review period.
- No refund will be issued once full work has started.
- Refunds are processed within 7–10 business days.

6. Editor Protection Policy

- Editors are not responsible for client ghosting or rejection.
- Editors will not be forced to redo unpaid or rejected samples.
- All client handling is managed by the agency, not editors.

7. Final Authority

- The agency holds final authority over workflow, approvals, and disputes.
- Rules may be updated without prior notice.
- Continued engagement implies acceptance of updated terms.