

Ecommerce Arena – Refund, Return & Cancellation Policy

At Ecommerce Arena, transparency and customer satisfaction are at the core of our operations. This Refund & Cancellation Policy outlines the conditions under which customers may request refunds or cancel their service subscriptions.

1. Eligibility for Refunds

A refund request must meet the following criteria to be approved:

- The request is made **within 14 days** of purchase.
- The service has **not been fully delivered** or completed.
- For subscription-based services, less than **30% usage** of allocated monthly limits has occurred.
- The customer can clearly describe the issue or dissatisfaction with the service.

Refunds are **not** applicable if:

- The work has already been delivered as per the agreed scope.
 - Delays occurred due to missing information from the customer.
 - The customer changed their business requirements after delivery started.
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2. Partial Refunds

Partial refunds may be issued in the following cases:

- Only a portion of the requested work has been completed.
- The customer subscribed to a monthly plan but used more than 30% of the service quota.
- Additional custom work had already been initiated.

Partial refund amounts are calculated based on the percentage of work completed.

3. Non-Refundable Services

The following service types cannot be refunded:

- Product photography or media editing once files have been delivered
- Custom automation workflows created specifically for the client
- Any service involving third-party payment (API, automation credits, etc.)
- Consultations or strategy calls

4. Subscription Cancellation

Customers may cancel monthly service plans at any time. Cancellations must be submitted:

- Via email to **support@ecommercearena.com**
- At least **48 hours before** the next billing cycle

Service access remains valid until the end of the billing period.

5. Refund Processing Time

Once approved, refunds are processed within:

- **5–7 business days** for card/online payments
- **7–14 days** for international transactions

Customers will receive an email confirmation once the refund has been issued.

6. Service Guarantee

If Ecommerce Arena fails to deliver the agreed service due to internal issues or unavoidable circumstances, customers may request:

- A partial refund
- Extended service duration
- Free add-on tasks (where applicable)

Our goal is to maintain fairness and transparency in all cases.