

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.