

EFFECTIVE DATE AS OF 1 JULY, 2024

At Muxics.in (Muxics India Distribution Services LLP) (“Muxics.in,” “we,” “our,” or “us”), we strive to provide high-quality services and maintain transparency with our customers. This Cancellation and Refund Policy outlines the procedures for canceling services and requesting refunds. By using our services, you agree to be bound by the terms outlined in this policy.

1. Cancellation Policy

1.1. Service Cancellation by the User

You may cancel any service provided by Muxics.in at any time, subject to the terms outlined below:

- **Music/Video Distribution Services:** If you wish to cancel the distribution of your music or video content, you can request to remove your content from all distribution channels by contacting us at support@muxics.in. Content will be removed from platforms within 15 days after receiving your cancellation request.
- **Subscription-Based Services:** If you have subscribed to any of our premium services, you may cancel your subscription at any time through your account dashboard or by contacting us. Once canceled, your subscription will remain active until the end of the current billing cycle, and no further charges will be applied. However, cancellation does not entitle you to a refund for the remainder of the billing cycle.

1.2. Service Cancellation by Muxics

Muxics.in reserves the right to suspend or terminate any service under the following conditions:

- **Policy Violations:** If you violate our Terms of Service, Content Policy, or Distribution Agreement, Muxics.in may suspend or terminate your account without notice. In such cases, you will not be entitled to a refund for any payments made.
- **Non-Payment:** If you fail to make payments as required, Muxics.in may terminate your access to the services. No further access will be granted until full payment is made.

2. Refund Policy

2.1. Non-Refundable Services

The following services are non-refundable under all circumstances:

- **Distribution Services:** Once your music or video content has been distributed to platforms (e.g., Spotify, Apple Music, YouTube), no refund will be provided, even if the content is later removed or canceled by you or Muxics.in .
- **Subscription Fees:** Subscription fees for premium services are non-refundable once charged. If you cancel your subscription, you will continue to have access to the service until the end of the current billing cycle, but no refund will be issued for any unused portion of the subscription.
- **Custom Services:** Any custom service (such as music production, video production, or editorial pitching) that has already commenced or been completed is non-refundable. These services are provided based on agreements and timelines, and refunds are not provided once work has begun.

2.2. Refund Eligibility

Refunds are available in the following limited circumstances:

- **Duplicate Transactions:** If you are charged twice for the same service due to an error, please contact us at support@muxics.in within 30 days of the charge, and we will process a refund for the duplicate transaction.
- **Technical Errors:** If a service is unavailable due to technical issues caused by Muxics.in and the issue cannot be resolved within a 15 Days, you may be eligible for a partial or full refund, depending on the extent of the service disruption.
- **Service Not Delivered:** If Muxics.in fails to deliver a service that you paid for (e.g., your content was not distributed to the agreed-upon platforms), you may request a refund. Refund requests must be submitted within 10 days of the expected delivery date.

2.3. Refund Process

To request a refund, please follow these steps:

- **Contact Us:** Send an email to support@muxics.in with your full name, account information, and a detailed description of the reason for your refund request.

- **Review:** Once we receive your request, we will review your case and determine if you are eligible for a refund based on the terms outlined in this policy.
- **Refund Issuance:** If approved, the refund will be processed to your original payment method within 5 business days.
- Please note that any refunds granted will be issued only to the payment method originally used for the purchase.

3. Disputes and Chargebacks

We encourage all users to contact us directly regarding any billing or refund issues before initiating a chargeback with their payment provider. Chargebacks filed without contacting us first may be considered a violation of this policy, and Muxics.in reserves the right to take legal action against fraudulent chargebacks.

4. Changes to This Policy

Muxics.in reserves the right to modify or update this Cancellation and Refund Policy at any time. If we make changes, we will post the revised policy on our website and update the "Effective Date" at the top of this page. Your continued use of the services after any changes constitutes your acceptance of the revised policy.

5. Contact Information

If you have any questions, concerns, or requests related to this Cancellation and Refund Policy, please contact us at:

- Email: support@muxics.in