

RCDYNAMIC WORKS

REFUND POLICY

At RCDynamic Works, we strive to provide exceptional service and high-quality videography for all our clients. However, we understand that sometimes situations may arise that require a change or refund. Please review our refund policy below:

1. Booking Deposit

A non-refundable booking deposit of 50% is required to secure your videography services. This deposit is applied toward the total project cost.

2. Cancellation by Client

If you need to cancel your booking, please notify us at least 1 week in advance. If the cancellation is made after this period, we will retain the non-refundable deposit.

For cancellations made 7 days or more in advance, we will issue a refund of any payments made beyond the deposit (if applicable).

3. Post-Event Refunds

Once the final video product has been delivered or the project has been completed, no refunds will be issued. However, we will make reasonable efforts to address any minor issues or dissatisfaction with the video.

4. Equipment or Service Issues

In the event of technical issues with equipment or services that prevent us from fulfilling our duties, we will work with you to provide a resolution, including re-shoots or partial refunds based on the situation.

5. Final Deliverables

We take great care in editing and delivering the final product according to our agreements. If there are specific changes or revisions requested, we will be happy to discuss the scope of changes. However, we do not offer full refunds based on minor dissatisfaction with the final video.

6. Refunds for Non-Delivery

In the rare event that we are unable to deliver the final product due to unforeseen circumstances (e.g., serious illness or technical failure), we will offer a full refund of all payments made for the project.

7. Disputes

If any dispute arises regarding your refund request, please contact us directly at Ryan@Rcdynamic.com and we will work to resolve the issue as amicably as possible.