

Refund Policy

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At Pineal Entertainment, each project is planned and executed specifically for the client's requirements. Due to the nature of creative production services, refunds are handled on a case-by-case basis.

Deposits

All project deposits are non-refundable once production planning, scheduling, or creative development has commenced.

Cancellation by Client

If a client cancels a confirmed project:

- More than 7 days before the scheduled production date: partial refund may be considered.
- Less than 7 days before production: deposits and pre-production costs are non-refundable.

Delivered Services

Once footage, edits, or final deliverables have been shared with the client, payments become non-refundable.

Exceptions

Refund requests caused by technical failure or inability to deliver agreed services will be reviewed fairly and professionally.

For any refund inquiries, contact:
shreepad@pinealentertainment.com