Refund Policy

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At *Brand Twin Studio*, we want you to feel confident in your purchase. Please read this policy carefully before placing an order.

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1. Digital & Done-For-You Services

- Our services include customized AI Twin videos, branding content, and other digital deliverables.
- Because these are personalized and begin immediately after payment, **refunds are not guaranteed once work has started**.

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2. When Refunds May Apply

- If you request cancellation **within 24 hours of purchase** *and* before work has begun, we may issue a full refund.
- If we are unable to deliver the service as described in your order confirmation, you will be eligible for a refund.

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3. Non-Refundable Situations

- Once content has been created, edited, or delivered, refunds will not be issued.
- Dissatisfaction based on personal preference (e.g., style or taste) after delivery is not grounds for a refund, though we aim to work with you on minor revisions where possible.

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4. How to Request a Refund

- Send an email to **hello@brandtwinstudio.online** with your order details and reason for the request.
- We will review your request and respond within **5 business days**.

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5. Governing Law

This policy is subject to South African consumer protection law. International clients are also protected under relevant laws in their jurisdiction.

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6. Contact

For any questions, please contact us at:
hello@brandtwinstudio.online