



## **Our Refund and Cancellation Policy:**

DCM DIRECT Special Marketing has full confidence in the broad range of services we offer, and we are loyal to providing extraordinary and reliable services. Our goal is to establish a long-term, beneficial, win-win relationship with our clients. We have a very high retention rate and our first clients are still with us after more than a decade. We make assured that we fully understand the work that is demanded from us and delivers best practice services to our clients, consequently, the reversal of any charges to DCM DIRECT is not available for our clients.

DCM DIRECT does not guarantee any refunds for the cancellation of its services. DCM DIRECT does not offer any refund for services already delivered or any other unmatched charges which are non-recoverable for DCM DIRECT and returning them causes any loss to DCM DIRECT. All sales are final. There are no returns or credits of any kind for any funds spent on third-party search engines or social media. The client is conclusively responsible for their ad spend on these third parties.

For Our Services, we work month-to-month to prove our worth. For cancellation of services, we ask them to provide us a 30 days' notice. Due to the nature optimization, In our landing page optimization services have required a 30 days' time minimum. For web development work, final project fees are due upon completion of the project but the half fee will be charged upfront. In case the client changes their mind about the work and don't want to walk ahead with us so the client's upfront payment will be non-refundable. DCM DIRECT cannot auto bill its fees to the credit card provided by client or invoice clients for payment.

This cancellation and refund policy is subject to changes without prior notice. We support our clients to revisit this page often to be refreshed on specific terms that have been developed.