

Remakeit FZCO – Corporate Policy

Last Updated: October 2025

Cancellation & Replacement Policy

1. Introduction

This Cancellation and Replacement Policy defines the conditions under which customers may request the cancellation or replacement of digital services purchased through remakeit.io.

2. Eligibility for Cancellations

Customers are entitled to request a cancellation at any time directly through their account dashboard.

If a customer cancels before the next billing cycle, no further payments will be processed. However, if a renewal payment has already been processed and the user did not cancel prior to the renewal date, the payment is considered final.

Once a subscription is active, or credits or video generation services have been consumed, the transaction is considered final and **no refund will be issued**, regardless of satisfaction with the generated content.

3. Conditions for Replacement

In cases of technical errors, duplicate billing, or failed service delivery, Remakeit FZCO may provide a replacement or credit of equal value.

All such cases will be reviewed on a case-by-case basis by our support and compliance team.

4. Non-Cancellable Services

Due to the nature of digital and automated content generation, cancellations are not possible once the service has been successfully activated or the requested content has been delivered. Users are encouraged to carefully review their selections before confirming payment.

For subscriptions, customers may cancel anytime before the next billing period.

If a payment has already been collected and the user has consumed credits or accessed paid features, no refund will be granted.

5. Technical Issues

If a customer experiences a service malfunction or system error preventing proper access, they should immediately report the issue to our technical support team.

Once verified, a replacement or service credit may be issued according to internal quality assurance procedures.

6. Process for Requesting Cancellations

All cancellation or replacement requests must be sent to app@remakeit.io