

# Remakeit FZCO – Corporate Policy

*Last Updated: October 2025*

## Refund Policy

### 1. Introduction

This Refund Policy outlines the terms under which refunds are processed for services purchased on remakeit.io. Remakeit FZCO is committed to ensuring fair and transparent refund practices in accordance with UAE consumer protection standards.

### 2. Eligibility for Refunds

Refunds are only applicable in cases of verified technical malfunction, duplicate transactions, or service failure preventing users from accessing or using paid features. Requests for refunds must be submitted within 14 days from the transaction date.

### 3. Refund Request Procedure

To initiate a refund, users must contact our billing team at [app@remakeit.io](mailto:app@remakeit.io) with the transaction reference number, date of payment, and a clear description of the issue. All refund requests will be reviewed within five (5) business days.

### 4. Refund Timeline

Approved refunds will be processed using the original mode of payment. Depending on the issuing bank, funds may take between 10 to 45 business days to appear in the customer's account.

### 5. Non-Refundable Cases

Refunds are not applicable once a digital service has been consumed or activated. This includes, but is not limited to, completed video generations, subscription renewals, or cases where the user fails to utilize the service despite successful activation.

### 6. Contact for Refunds

All refund-related communications should be directed to:

Email: [app@remakeit.io](mailto:app@remakeit.io)

Business Hours: Sunday – Thursday, 9:00 AM to 6:00 PM (Gulf Standard Time)

Country of Domicile: United Arab Emirates

## **7. Policy Updates**

Remakeit FZCO reserves the right to update this Refund Policy at any time to reflect changes in business operations or regulatory requirements. Any revisions will be posted on this page with an updated effective date.