

## **Refund Policy**

Last updated: Jan 15. 2026

This Refund Policy applies to the Google Reputation Protection – service provided by Novalis Media LLC (“Company”, “we”, “us”).

### **14-Day Money-Back Guarantee**

New clients are eligible for a 14-day money-back guarantee starting from the date of the initial subscription purchase.

If you are not satisfied with the Service, you may request a full refund within 14 calendar days of your first payment.

### **How to Request a Refund**

To request a refund, please contact us in writing at:

Email: [info@novalismedia.com](mailto:info@novalismedia.com)

Your request must include:

- The business name
- The email address used during purchase
- A brief refund request statement

Refund requests submitted after the 14-day period will not be eligible.

### **Refund Processing**

- Approved refunds will be issued to the original payment method
- Refund processing time depends on the payment provider and bank (typically 5–10 business days)
- Once a refund is issued, service access may be suspended or terminated

### **After the 14-Day Period**

After the initial 14-day guarantee period:

- All payments are non-refundable
- No partial refunds are provided for unused time within a billing cycle
- Monthly subscription fees already paid are not refundable

**Subscription Cancellation**

- You may cancel your subscription at any time
- Cancellation prevents future charges
- Cancellation does not automatically trigger a refund unless requested within the 14-day guarantee window

**Exceptions**

Refunds will not be granted for:

- Failure to provide required access or information
- Delays caused by the client
- Results not meeting expectations, as the Service is provided on a best-effort basis
- Changes in Google policies, algorithms, or third-party platform behavior

**Contact**

If you have any questions regarding this Refund Policy, please contact:

Novalis Media LLC

Email: info

Address: Hungary, 1041 Budapest, Erzsebet utca 46/A. 2/11.