

Refund Policy for Service Cancellation

1. Introduction

This Refund Policy outlines the conditions under which a refund may be granted for the cancellation of a service provided by Juego Studio ("the Company"). By agreeing to purchase a service from the Company, you acknowledge that you have read, understood, and agree to be bound by the terms of this Refund Policy.

2. Eligibility for Refund

A refund may be granted only under the following circumstances:

a) The customer submits a written cancellation request before the initiation of work or the formation of a team for the project. b) The Company, at its sole discretion, determines that it is unable to initiate the work or form a team for the project.

No refund will be granted once the work on the project has been initiated or a team has been formed, irrespective of the progress of the work.

3. Refund Calculation

In cases where a refund is approved, the refunded amount will be calculated as follows:

a) The total payment made by the customer for the project will be considered. b) Any payment processing charges and other applicable fees incurred by the Company will be deducted from the total payment. c) The remaining balance will be refunded to the customer.

4. Refund Process

To request a refund, the customer must submit a written cancellation request to the Company through the designated communication channel. The Company will review the request and determine whether a refund is eligible according to the terms outlined in this Refund Policy.

If the Company approves the refund, the refund will be processed within a reasonable time frame, and the customer will be notified of the decision and the refunded amount.

5. Refund Discretion

The acceptance of a refund request is entirely at the discretion of Juego Studio. The Company reserves the right to deny a refund request if it determines, in its sole discretion, that the customer does not meet the eligibility criteria outlined in this Refund Policy.

6. Policy Updates

The Company reserves the right to modify this Refund Policy at any time without prior notice. Any changes to this Refund Policy will be effective immediately upon posting on the Company's website or other communication channels. It is the customer's responsibility to regularly review this Refund Policy to stay informed of any updates.

7. Contact Information

If you have any questions or concerns regarding this Refund Policy, please contact us at [refund @ juegostudio . com](mailto:refund@juegostudio.com) (remove space)