

# Refund Policy

## Melodentify

At Melodentify, we are committed to delivering high-quality, custom-made brand audio tailored to your brand's vision and identity. We take pride in our creative process and the time, expertise, and effort invested in crafting each brand jingle, anthem, or soundtrack.

As our offerings fall under custom creative services, we follow a strict no-refund policy.

## ✕ No Refund Policy

Once an order is placed and payment is confirmed, no refund will be issued under any circumstances, including (but not limited to):

- Change of mind or cancellation request after order placement
- Subjective dissatisfaction with the style, sound, or tone
- Delays caused due to lack of response or incomplete inputs from the client
- Request for additional versions not included in the purchased plan
- Requests for services not originally included in the selected plan

This is because:

- Our products are **custom-created** and made-to-order based on the inputs you provide.
- Music is a **subjective** art — what appeals to one may not appeal to another.
- Even before delivery, our team invests substantial creative resources, time, and tools to develop your brand's sound identity.



## What You Receive Instead of a Refund

We ensure you get real value from your purchase:

- Your selected plan includes **1 or more final versions** of your brand audio (as mentioned in the plan)
- Each version is creatively unique — allowing you to choose the one that best fits your brand
- The **delivery timeline** and **included deliverables** are clearly mentioned on our pricing page



## Credit Policy Reminder

- If you've purchased the **Starter Jingle** or **Growth Anthem** plan, you're required to credit Melodentify when using the song publicly (e.g., in YouTube description, podcast credits, social media caption).
- For full ownership and no-credit usage, the **Brand Soundtrack plan** is recommended.



## Client Responsibility

To ensure you receive a result that resonates with your brand:

- Provide complete and clear details while submitting your song request form
- Mention any musical preferences (genre, tone, lyrics) in advance
- Respond promptly if our team needs clarification for a smoother creative process



## Support

If you believe there has been a mistake in your order or delivery is missing/incomplete, please write to us at:




**hello@melodentify.in**



**+91 8307856671**

Our team is committed to addressing genuine concerns.

 By making a purchase on [www.melodentify.in](http://www.melodentify.in),  
<https://melodentify.com/> you  
acknowledge and accept this  
refund policy in full.