

BrightBytesMedia Refund Policy (Appointments-Based)

Refund Guarantee Terms

Before launching your campaign, we'll agree in writing on the minimum number of booked appointments we guarantee to deliver within a 30-day period.

If we fail to meet the guaranteed number of booked appointments, you will receive a pro-rated refund for each missed appointment, calculated at the agreed value per appointment.

Example:

If we guarantee 25 booked appointments in 30 days and only deliver 18, you'll receive a refund for the 7 appointments not delivered.

What Counts as a 'Booked Appointment'

A booked appointment is defined as:

- A customer who selects a time slot using your calendar or a booking system we provide.
- The appointment is confirmed with accurate contact info (name, phone/email).
- The customer expresses clear interest in receiving your detailing services.

Refunds Will Not Be Issued If

- You cancel or reschedule appointments for reasons unrelated to customer availability.
- You do not follow up with appointments or fail to provide service availability.
- You change business hours, location, pricing, or service types during the campaign.
- You fail to provide needed access, feedback, or cooperation to help us run the campaign.

Refund Process

Refunds are calculated and processed at the end of the campaign period.

You'll receive your refund within 7 business days of campaign completion.

Refunds are issued via the original payment method unless otherwise agreed.