

Money-Back / Payment Refund Terms and Conditions

Effective Date: 01.04.2025

This Refund Policy applies to all purchases made through the ArtistBuzz platform, operated by **UAB “Snus Outlet”**, company registration number **306173115**, with registered office at **Lvivo gatvė 11, Vilnius, 09313, Lithuania**.

1. Right to Cancel

1.1. Customers located within the European Union have the right to cancel an order within 14 days of purchase, unless the product is exempt from cancellation (see section 3).

1.2. To exercise this right, you must notify us in writing at **support@artistbuzz.co** within 14 days of your order.

2. Refund Eligibility

2.1. You may request a refund if:

- The service or product was not delivered as described,
- Technical issues prevented access or download,
- You cancel your order within the legally allowed timeframe (see section 1).

2.2. You must provide proof of purchase and details of the issue.

3. Non-Refundable Items

3.1. The following are not eligible for refunds:

- Custom or personalized services already rendered,
 - Downloaded digital products once the download process has started,
 - Services fully performed with your consent before the cancellation period ends.
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4. Refund Process

4.1. To request a refund, email **support@artistbuzz.co** with your order number and reason for the request.

4.2. If approved, refunds will be issued via the original payment method within 7–14 business days.

5. Dispute Resolution

5.1. If you are dissatisfied with the outcome of your refund request, you may escalate the issue to your local consumer protection authority or the Lithuanian State Consumer Rights Protection Authority.

6. Governing Law

6.1. This Refund Policy is governed by the laws of the Republic of Lithuania.

6.2. Disputes arising from this policy shall be settled in the courts of Vilnius, Lithuania.