

Refund & Cancellation Policy

Effective date: June 17, 2026 · Last updated: June 17, 2026

This Policy explains how billing, cancellations, and refunds work for the Services of **Infinity Media Consultant Group LLC** ("IMCG"). It is part of, and incorporated into, our [Terms & Conditions](#).

1. Free 14-Day Pilot

Eligible clients may receive a **14-day Pilot at no cost**. The Pilot carries no payment obligation and no refund is applicable because no fee is charged. You may end the Pilot at any time. To continue after the Pilot, you must opt in to paid Services.

2. Setup Fees

One-time setup fees are non-refundable. Setup work (configuration, integration, and onboarding) begins promptly and represents services rendered. Once setup has commenced, the setup fee is earned and will not be refunded, in whole or in part.

3. Monthly Services & Auto-Renewal

Monthly Services are billed in advance and **renew automatically** each billing period until cancelled. Each charge pays for the upcoming service period.

4. Cancellation

- You may cancel monthly Services at any time by giving **at least 7 days' written notice before your next billing date** (email to support@infinitymediaconsultantgroup.com).
- Cancellation takes effect at the end of the current paid period. You retain access until then.
- If notice is received fewer than 7 days before renewal, the upcoming period may still be charged, after which the cancellation applies.

5. No Refunds on Partial Periods or Payments

We do not provide refunds or credits for partial billing periods, partial months, unused time, or partial payments. Fees already paid for the current period are non-refundable upon cancellation.

6. Price Changes

We may change fees for future periods with reasonable advance notice. Continued use after a price change takes effect constitutes acceptance; if you do not agree, you may cancel under Section 4.

7. Failed Payments & Suspension

If a payment fails, we may retry the charge and may suspend or terminate Services after reasonable notice. You remain responsible for amounts due for Services already provided.

8. Chargebacks

If you have a billing concern, please contact us first so we can resolve it. Initiating a chargeback for validly incurred fees may result in suspension or termination of Services and recovery of associated costs.

9. Exceptions

Any exception to this Policy must be agreed by IMCG in writing. Where required by applicable law, mandatory consumer rights are unaffected by this Policy.

10. Contact

Infinity Media Consultant Group LLC

35 Patterson Road, Suite 466242, Lawrenceville, GA 30042

Email: support@infinitymediaconsultantgroup.com · Phone: 1-470-943-3126