

# Refund Policy

## ***Overview***

This Refund Policy outlines the rights and responsibilities regarding cancellations, payments, and merchandise returns.

## ***Event Booking Refunds***

A non-refundable deposit is required to reserve any performance date. Remaining payments are due as specified in the contract. Client cancellations less than 30 days before the event are non-refundable. Partial refunds may be granted for cancellations with more than 30 days' notice.

## ***Band Cancellations***

In the rare case The Timeless Pop Band must cancel due to unforeseen circumstances (e.g., illness, emergency, extreme weather), the client may choose between a full refund or rescheduling without penalty.

## ***Merchandise Refunds***

If you receive a damaged or defective item, notify us within 14 days of delivery. Items must be unused and in their original packaging to qualify for a replacement or refund.

## ***Refund Processing***

Approved refunds are processed within 7–10 business days to the original payment method.

## ***Contact***

To request a refund or raise a concern, email [info@timelesspopband.com](mailto:info@timelesspopband.com).