

Return Policy

Effective Date: March 13, 2024

1. Introduction

This non-refund policy sets forth the terms and conditions under which Monster Lab (“the Company”) will provide products or services without the option of refund. By making a purchase or contracting our services, you agree to comply with this policy.

2. Non-Refundable Products and Services

All products and services sold by Monster Lab are subject to this non-refund policy unless otherwise specified in a contract or written agreement signed by both parties.

3. Exceptions

Monster Lab reserves the right to consider exceptions to this non-refund policy under exceptional circumstances, at its sole discretion. Such circumstances may include, but are not limited to:

- Defective products or services that fail to meet customer expectations.
- Breach of contract terms by Monster Lab
- Cancellation of a service by Monster Lab without providing an adequate alternative.

4. Claims Review Process

Customers wishing to request a refund must submit a written claim to Monster Lab, detailing the reasons for their request. Monster Lab will review each claim fairly and equitably and reserves the right to accept or reject any refund request.

5. Cancellations and Modifications

Once a purchase has been made or a service has been contracted, any cancellation or modification is subject to Monster Lab specific cancellation and modification policies. These policies may vary depending on the product or service purchased.

6. Changes to the Policy

Monster Lab reserves the right to modify this non-refund policy at any time and without prior notice. Customers are encouraged to periodically review this policy to stay informed of any changes.

7. Contact

If you have any questions about this non-refund policy, please do not hesitate to contact us at dexterlab@monsterlab.info.

By making a purchase or contracting our services, you acknowledge and agree to the terms of this non-refund policy.