Return Refund Policy

We at Alternative adverts always carefully handle all the processes to deliver our services. And since it is a service-based website there will be no return, but if you wish to stop your campaign we need to give us at least one week’s notice.

If you write to us to stop any campaign, please bear in mind that part of the services we have rendered will be paid for, also we will charge a 25% surcharge for stopping the campaign to enable us to cover every extra expense.

We have a 14-day return policy from the delivery time, which means you have 14 days before the campaign start date to request we stop the campaign.

But for a campaign that has started, there will be no refund except on some special consideration, but the fund can be used in the future for another campaign

But once the campaign (Radio, TV, BRT, Billboards, etc) has started already it can not be stopped;

To start a Stop campaign action, you can contact us at **in****@******************rt.com** If your return is accepted, we’ll send you an email with all you need to know about the Stop campaign action.

You can always contact us for any return questions at **in****@******************rt.com** You may contact us by this form.

OUR FEES FOR STOP/RETURN OR REFUND

Printed material, audio jingle, or video production

Please, note that Printed material, audio jingle, video production, and every other material we produced on your behalf will be fully paid for by you. Because we will deduct all expenses and a surcharge of 25% before processing your refund

For your responsibility (Customer Remorse)

Please, inspect your invoice and carefully go through all the design or other adverts material like video or audio jingle we sent to you before you approve because once you approve and we print every other correction made after that will be at an additional expense that will be paid for by you.

Exchanges

The fastest way to ensure you get what you want is to return the service you previously paid for, and once the stop/return is accepted, we can use the fund for the new service you have chosen.

Refunds

We will notify you and let you know if the refund was approved or not. If approved, your money will be automatically refunded to your original payment method or any other account you provide that bears the same name as the name on the invoice. Please remember that it can take 21 days for your refund to be processed.

Refund only applies to physical products not services like

billboards, TV adverts, Online adverts, Brt Branding, Radio adverts, etc.