

Cancellation and Refund Policy

- All cancellation requests should be sent to our billing department or communicated to your Account Manager. The cancellation will not be valid until it is confirmed by the respective department.
- Cancellation requests will be considered only when the request is made within 12 hours of placing the order and execution of the project has not started already.

Due to the nature of the services, CrystalBall does not guarantee any refunds upon cancellation. All sales are final by making a purchase with CrystalBall, you acknowledge that you have read and agree to the CrystalBall no Refund Policy