

Footage Bazaar — Cancellation & Refund Policy

Last Updated: October 17, 2025

1. Introduction

This Cancellation & Refund Policy outlines the terms under which Customers may request cancellations or refunds for licenses purchased from **FOOTAGEBAZAAR.COM** (“we,” “us,” or “our”).

Because we provide **instant-access digital media files**, all purchases are classified as **final and non-refundable**.

2. Nature of Digital Products (No Physical Delivery)

All products on Footage Bazaar consist of **digital video files, stock footage, and media assets**.

Once a purchase is completed and the file becomes available for download, the product is considered **delivered in full**.

Therefore:

-  No Returns
-  No Cancellations
-  No Refunds
-  No Exceptions once downloaded

This aligns with **global digital marketplace standards**.

3. Customer Responsibility Before Purchase

Customers are responsible for verifying the following before making a purchase:

- Preview and sample file
- Resolution, format, duration
- License type and usage rights

- Compatibility requirements

Footage Bazaar is **not liable** for incorrect selections or misunderstandings of product details.

4. License Types (Non-Refundable)

The following license types are available, and **all are non-refundable once the file is downloaded**, regardless of usage:

- **Standard License**
- **Extended License**
- **Commercial Use License**

A license is considered **granted immediately upon download availability**.

5. No Cancellation Policy

5.1 Orders Cannot Be Cancelled

Once payment is processed, orders **cannot be cancelled or edited**, regardless of:

- Wrong clip or resolution selected
- Change of mind
- Project requirement change
- Accidental purchase

Digital products cannot be “returned,” so order reversal is not possible.

6. No Refund Policy

6.1 All Sales Are Final

Due to the non-returnable nature of digital goods, all sales are **final**.

6.2 Refund Not Eligible For:

- Wrong purchase decision
- Compatibility issues

- File no longer required
 - Duplicate purchases
 - Misunderstanding of license
 - Unused license
 - Files already downloaded
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7. Exceptional Refund Consideration

A refund may be considered **only under these strict conditions:**

Eligible **ONLY** if:

- The file is technically corrupted
- The file does not match the preview due to Footage Bazaar's technical error
- The issue is reported **within 24 hours of purchase**
- Our technical team verifies the issue on our side

Refund Request Rules:

- Refund request must be submitted **within 24 hours of purchase**
- Refund decisions will be communicated within **5–7 business days**
- If approved, refunds will be credited to the **original payment method within 7–10 business days**

Not Eligible if:

- You downloaded the file but no longer need it
 - You purchased the wrong clip
 - Your software/hardware cannot open the file
 - Your requirement changed
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8. Dispute Resolution Before Chargeback

Before submitting a chargeback, customers must submit a **formal dispute request**.

Process:

1. Customer submits dispute request
2. Footage Bazaar reviews the case within **3–5 business days**
3. Resolution options may include:
 - Corrected file
 - Replacement file
 - Alternative format
 - Extended download link

If a mutual resolution is not possible, customers may escalate further—but must attempt this process first.

9. Chargebacks & Fraud Prevention

Unauthorized chargebacks will lead to:

- Immediate account suspension
- Permanent platform ban
- Legal recovery of disputed amounts
- Reporting to payment providers, gateways, and cyber authorities

Customers are strongly encouraged to contact us **before** raising a dispute.

10. Download Window

Purchased files remain available for download from **the date of purchase**.

Customers are responsible for downloading and safely storing their files.

11. Payment Gateway Errors

If payment is deducted but the file is not accessible due to a gateway delay:

- We will verify the payment
- Provide access to the product

- Or resolve the platform sync issue

This situation **does not qualify for a refund**.

12. Contributor Royalty Payments

Contributor royalties are processed based on **completed sales**.

Once a file has been downloaded, royalties **cannot be reversed**, even if a refund is later considered.

13. Technical Support Assistance

For technical issues, corrupted downloads, or alternative file requests:

 **Email:** stockfootagedownload@gmail.com

 **Phone:** +91 9810560158

 **Address:**

Basement, House No. 3, Lane 1A,
Anupam Garden, Neb Sarai,
New Delhi – 110062, India

Our support team can assist with:

- New/alternative download links
 - Alternate formats (if available)
 - Technical troubleshooting
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14. Compliance & Record-Keeping

All transactions are documented for compliance with:

- Indian DPDP Rules
- GST regulations
- International digital commerce standards

Delivered digital files are legally considered **completed services**.

15. Governing Language

In case of translation differences, the **English version** of this policy will prevail.

16. Contact Information

 Email: stockfootagedownload@gmail.com

 Phone: +91 9810560158

 Website: www.footagebazaar.com / www.footagebazaar.in

 Address: Basement, House No. 3, Lane 1A, Anupam Garden, Neb Sarai, New Delhi – 110062, India