

Return Policy – BrandPulse Analytics

Last Updated: 18-03-2025

At BrandPulse Analytics, we strive to provide high-quality testing services. However, we understand that there may be circumstances where a refund is required. This policy outlines our refund terms in accordance with our **Terms and Conditions**.

1. Refund Eligibility

- **Full Refunds:**
 - If we are unable to execute a test due to technical limitations or other internal reasons, we will provide a full refund.
 - Refunds will be processed within **10 working days** after confirmation.
- **No Refunds After Order Submission:**
 - Once a test has been submitted and paid for, the order is final.
 - No refunds will be issued for completed tests or cases where the client no longer wishes to proceed.

2. Exceptional Circumstances

While we do not generally offer refunds once a test has been submitted, exceptions may be considered at our sole discretion in cases of:

- **Duplicate Payments:** If a payment was mistakenly processed twice.
- **Billing Errors:** If an incorrect amount was charged due to a system error.

To request a refund under these circumstances, contact **support@brandpulse.com** with relevant details.

3. Force Majeure

BrandPulse Analytics is not responsible for delays or test cancellations due to unforeseen circumstances, including but not limited to:


- Technical failures
- Cyberattacks
- Natural disasters

In such cases, we will assess the situation and may offer a rescheduled test or refund at our discretion.

4. Contact for Refund Requests

For any refund inquiries, contact us at:

 **Email:** support@brandpulse.com

 **Address:** Weesperstraat 107-121, 1018VN Amsterdam, The Netherlands