



Return & Refund Policy

The Gentle Giant Co.

At The Gentle Giant Co., we are committed to providing exceptional services in videography, music production, and guitar performance. Please review our return and refund policy below:

1. Deposits

- All bookings require a deposit to secure your date and services.
- **Deposits are non-refundable.**
- At the sole discretion of The Gentle Giant Co., deposits may be transferable to a new date or project if rescheduling is approved.

2. Service Payments

- The remaining balance is due on or before the date of service unless otherwise agreed in writing.
- Once services have been rendered and full payment has been made, **all payments are final and non-refundable.**

3. Exceptions

- Refunds will only be considered if The Gentle Giant Co. is unable to deliver the agreed-upon service due to unforeseen circumstances within our control.
- In such rare cases, refunds or credits will be issued at the discretion of the company.

4. Client Responsibility



- Clients are responsible for ensuring accurate booking details, timely communication, and any required access (venue, equipment, permissions, etc.) necessary for services.
- Failure to provide these may result in forfeiture of the deposit and payments without refund.

Note: By booking with The Gentle Giant Co., clients acknowledge and agree to this Return & Refund Policy.