

Refund Policy

Music Coast

Version: Current

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Purchases via website vs App Store vs Google Play.

This Refund Policy applies to purchases made from Music Coast. Different rules may apply depending on how and where you purchased (website, Apple App Store, Google Play).

1. App Store (Apple) Purchases

If you purchased a subscription or made an in-app purchase through Apple, Apple handles billing and refunds. To request a refund or manage your subscription, use Apple's tools (for example, reportaproblem.apple.com).

2. Google Play Purchases

If you purchased a subscription or made an in-app purchase through Google Play, Google handles billing and many refund requests. Use Google Play's subscription and refund tools through your Google account.

3. Website Purchases (Direct)

If you purchased directly from our website (for example, merchandise or other products), please contact customer support within 14 days of purchase for issues with faulty products.

For digital products delivered immediately (including digital downloads, digital memberships, or similar items), all sales are final unless the file or service is proven to be defective at delivery, except where a refund is required by applicable law.

4. Subscription Cancellations (Direct)

If we offer subscriptions purchased directly from us, you may cancel at any time. Unless required by law, we do not provide prorated refunds for partial billing periods. Cancellation will generally take effect at the end of the current billing period.

5. How to Request Help

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To request assistance with a purchase, contact us via Email address listed at <https://musiccoast.com/contact>. Please include proof of payment and the email address used for the purchase.

6. Disputes and Chargebacks

Please contact us before initiating a chargeback. If you initiate a chargeback, we may be unable to process a refund directly while the dispute is pending.