

LEGAL

Return Policy

Version 1.0 · Effective October 5, 2026

THE SHORT VERSION

- **All sales are final.** Once a payment has been made, it is not refundable.
- **Deposits are not refundable.** A deposit reserves your market, including if you are still deciding whether to move forward.
- **Work already done is not refundable,** and neither is ad spend paid to advertising platforms.
- **The only exception** is a refund that Merova Media agrees to in writing.

This Return Policy is part of the [Terms of Service](#) of JLC Media, which operates under the name Merova Media ("Merova Media," "we," "us" or "our"), and it is governed by the law and dispute provisions in those Terms. It applies to every purchase made on or after October 5, 2026, unless you have signed a different written agreement with Merova Media that expressly addresses refunds. Purchases made before that date remain subject to the policy that applied when they were made.

1. All Sales Are Final

All payments made to Merova Media are final and not refundable once paid. This includes deposits, setup and onboarding fees, retainers, management fees and any other charges, however and whenever they are paid, whether on a sales call, through an invoice or payment link, or in any other way. The only exception is a refund that Merova Media agrees to in writing under [Section 7](#).

2. Deposits Are Reservation Payments

A deposit is a reservation payment. It secures your market or territory and your place in our onboarding schedule. While a deposit is in place, Merova Media holds your market and declines to take on other clients in your area. Because we turn away other business in reliance on your deposit, deposits are not refundable.

This applies in every case, including if you are still deciding whether to move forward, change your mind, delay or do not complete onboarding, or your circumstances change. How a deposit is applied toward your fees, if at all, is set out in your invoice or written agreement. If you do not move forward, we may release your market and your place in our schedule, and the deposit will not be returned.

3. Work Already Done Is Not Refundable

As soon as a payment is made, Merova Media commits team time and resources to your account. Depending on your services, this can include strategy and market review, onboarding, creative planning and production (including scripting, filming and editing ads), landing page and funnel build, tracking and dashboard setup, ad account and campaign setup, campaign management, lead qualification and appointment setting. Work that has been started or completed is not refundable, whether or not you have used, reviewed or approved the result.

4. Ad Spend Paid to Platforms

Advertising budgets are paid by you directly to advertising platforms such as Meta and Google. Those payments go to the platform, not to Merova Media, and we cannot refund or reverse them. Any refund or credit of ad spend is governed solely by the platform's own policies.

5. Results, Satisfaction and Change of Mind

Payments are not refundable based on your results, your level of satisfaction, your own follow-up or close rate, changes in your business or market, or a decision to pause, stop or not proceed.

The Merova Guarantee. The guarantee described on our website provides a specific remedy: if the stated minimum number of qualified, booked appointments is not delivered within the stated period, we continue working at no additional charge until it is. That continued work is the remedy under the guarantee. It is not a right to a refund.

6. Cancellations

You may stop your services at any time by giving written notice to support@merovamedia.com. Cancellation ends future billing from the effective date of the cancellation. It does not entitle you to a refund or credit for any amount already paid or billed, and any unpaid amounts remain due. To avoid being billed for the next period, send your notice before your next billing date. If your written agreement sets a minimum term or a notice period, that agreement controls.

7. Exceptions Agreed in Writing

Merova Media may, in its sole discretion, agree to a refund, credit or other adjustment. An exception is effective only if it is in writing and confirmed by an authorized representative of Merova Media. Statements made on sales calls, onboarding calls or in chat messages do not change this policy. An

approved refund may be partial, will be issued to the original payment method, and does not create a right to a similar exception in the future.

8. Billing Errors

If you believe you were charged in error, such as a duplicate charge or an amount that differs from what you approved in writing, email support@merovamedia.com within 30 days of the charge with the details. We will review it promptly and correct any error we confirm.

9. Payment Disputes and Chargebacks

Please contact us first. Most billing questions can be resolved quickly. Before you contact your bank, card issuer or payment processor about a charge, email support@merovamedia.com and give us a reasonable opportunity to resolve it.

By paying Merova Media, you agree that if a charge is disputed, we may provide this policy, your accepted or signed agreement, invoices and payment records, our communications with you, and records of the services delivered to your bank, card issuer, payment processor or card network as evidence. Disputing a charge that is covered by this policy, including a deposit or a payment for work already done, may be a breach of your agreement. To the extent permitted by law, you will be responsible for the amount owed, any chargeback or dispute fees, and the reasonable costs of recovery, including legal fees.

10. Your Acknowledgment

By making a payment to Merova Media, you confirm that you have read and understood this Return Policy, that you had the opportunity to ask questions before paying, that you are purchasing for business purposes, and that you agree that all payments are final and not refundable except as stated in this policy.

11. Contact

Questions about this policy, or a request under [Section 7](#) or [Section 8](#)? Email support@merovamedia.com with your name, your company, the date and amount of the payment, and what you are asking for.

Version history. Version 1.0, effective October 5, 2026: initial publication. This policy replaces the refund policy previously posted on this site for purchases made on or after that date.