

Refund & Cancellation Policy

Effective Date: July 28, 2026

Ellipsis Music provides personalized digital services. Because most work is custom-made, refunds and cancellations are subject to the following policy.

1. Custom Services

Custom services include, but are not limited to:

- Music transcription
- Arrangements
- Piano reductions
- Lead sheets
- Score engraving
- Score cleanup
- Music notation editing

These services begin once payment or the agreed deposit has been received.

2. Cancellation Before Work Begins

Orders may be cancelled before work has started.

Any payment processing fees already incurred may be deducted from the refund where permitted by law.

3. Cancellation After Work Has Started

Once work has begun, deposits become non-refundable because time and labor have already been invested in your project.

If substantial work has already been completed, cancellation may result in only a partial refund, if any, at Ellipsis Music's discretion and subject to applicable consumer protection laws.

4. Completed Projects

Completed personalized transcription and arrangement projects are non-refundable.

Customers are encouraged to review project details carefully before placing an order.

5. Revisions

If the delivered work contains transcription or engraving errors attributable to Ellipsis Music, reasonable corrections will be provided at no additional cost.

Corrections requested because of:

- changed preferences;
- new musical directions;
- additional instruments;
- new source material;
- revised instructions after work has begun;

may require additional charges.

6. Digital Downloads

Due to the nature of digital products, downloaded files generally cannot be returned.

Refunds for digital downloads will normally be granted only if:

- the file is corrupted and cannot be replaced;
 - the wrong file was delivered;
 - duplicate purchases were made due to a verified technical error.
-

7. Failure to Provide Materials

If a customer fails to provide required materials or respond to requests for clarification within a reasonable period, Ellipsis Music may suspend or close the project.

Refunds in such cases will be evaluated based on the amount of work already completed.

8. Delivery Delays

Estimated delivery dates are not guarantees.

Delays caused by:

- customer revisions,
- incomplete instructions,
- technical issues,
- force majeure,

do not automatically qualify for refunds.

9. Refund Method

Approved refunds will generally be issued using the original payment method whenever practicable.

Processing times depend on the payment provider.

10. Chargebacks

Customers are encouraged to contact Ellipsis Music before initiating a payment dispute or chargeback.

Fraudulent or abusive chargebacks may result in suspension of future services, without affecting any legal rights available to either party.

11. Consumer Rights

Nothing in this Policy limits any mandatory rights granted under applicable consumer protection laws.