

TITANIDE HOLDINGS REFUND POLICY

1. **Non-Refundable Deposits:**

All deposits made to **Titanide Holdings Ltd. Co., its subsidiaries, and its interests** are **non-refundable** and serve as a commitment to securing services or products. Under no circumstances will deposits be returned, including but not limited to order cancellations, changes of mind, or project delays caused by the client.

2. **Eligibility for Refunds:**

Refunds are only issued in cases where an error or mistake on the part of Titanide Holdings Ltd. Co., its subsidiaries, or its interests has been verified. Examples of merchant mistakes include:

- Incorrect billing amounts.
- Errors in product or service delivery that do not align with the agreed [terms](#).

3. **Verification Process:**

To initiate a refund request, clients must contact us within **7 business days** of the issue. All claims will undergo a thorough review to confirm the error. Supporting documentation, such as receipts, contracts, or correspondence, may be required.

4. **Exclusions:**

Refunds will **not** be issued for:

- Client errors, including incorrect orders, changes of mind, or failure to provide required information for service completion.
- Disputes raised outside the specified notification period.
- Situations where services or deliverables have been fulfilled as agreed.

5. **Refund Processing:**

Approved refunds will be processed within **7 business days** of verification. Refunds will be issued via the original payment method unless otherwise agreed.

6. **Hold Harmless Clause:**

By engaging with Titanide Holdings Ltd. Co., its subsidiaries, and its interests, the client agrees to hold harmless, defend, and indemnify Titanide Holdings Ltd. Co., its subsidiaries, interests, officers, employees, and affiliates from any claims, losses, damages, liabilities, or expenses arising from the client's use of services, except in cases of verified merchant error.

7. **Arbitration Clause:**

Any disputes arising from or related to this refund policy shall be resolved exclusively through binding arbitration in accordance with the governing rules of the State of Texas. The arbitration shall take place in the State of Texas and the decision rendered shall be final and binding on both

parties. The client waives the right to bring any claims as a class action or to seek remedies outside of arbitration.

8. **Contact Information:**

For inquiries or to submit a refund request, please contact us at:

Principal office: 302 N. Houston Avenue Suite 100 Humble Texas 77338

Email: info@titanideholdings.com

Phone: 832-735-8880



TITANIDE HOLDINGS LTD. CO

"EXCELLENCE THROUGH EXPERTISE"