

Refund Policy

Effective Date: 01 Jan 2025

At Crave Asia, we strive to provide high-quality IT services. If you are dissatisfied with our services, we offer the following refund policy:

Refund Eligibility:

Refunds may be requested under the following conditions:

- If our service failed to meet the agreed-upon specifications or deliverables.
- If you have experienced a significant technical issue that we have failed to resolve.

Non-Refundable Services:

Certain services may not be eligible for a refund, including:

- Customized services or products that have been delivered as requested.
- Services that have already been rendered or completed.

Refund Process:

To request a refund, please contact our support team at hello@craveasia.com within 7 days of receiving the service. You must provide the following details:

- A description of the issue
- Proof of purchase

Once we receive your request, we will review it and notify you of the decision within 7 business days.

Partial Refunds:

In some cases, we may offer a partial refund or credit depending on the circumstances.

Changes to the Refund Policy:

Crave Asia reserves the right to change this refund policy at any time. Any changes will be posted on our website.

Contact Us:

For any questions about refunds, please contact us at hello@craveasia.com or +818073609205.

