

****Business Documents for Music iPortal LLC****

****Business Overview:****

Music iPortal LLC, based in Aberdeen, Maryland, has been owned and operated by Jamil Gaston since 2019. The company was previously known as Slyrock Entertainment, which has been in operation since 1980. We specialize in teaching and mentoring musicians, as well as providing diverse entertainment services, including DJ and photography experiences.

****1. Refund, Return, and Cancellation Policy:****

At Music iPortal LLC, we strive to ensure customer satisfaction. Our refund, return, and cancellation policy is as follows:

- Refund Period: Customers have 14 days from the date of service purchase to request a refund.
- Eligibility for Refunds: Refunds are available for canceled services if the cancellation is made at least 48 hours prior to the scheduled event.
- Requesting a Refund: To request a refund, customers must contact our customer service at mainoffice@musicportalproductions.com or 443-306-8334. A Refund Merchandise Authorization (RMA) number will be issued for processing the return.
- Return Process: Customers must provide the RMA number along with the original receipt when returning any physical products. Returns should be sent to our business address below:
 - Music iPortal LLC
 - 105 S. Philadelphia Blvd.
 - Aberdeen, MD 21001
- Refund Method: Refunds will be processed using the original payment method within 7-10 business days upon approval.

****2. Fulfillment and Shipping Policy:****

Music iPortal LLC does not provide shipping for any products or services. All services are delivered as contracted, and we are not in the business of selling tangible goods. Therefore, tracking numbers are not applicable. Customers will receive confirmation emails detailing the date, time, and format of the services provided.

****3. Terms and Conditions:****

By accessing or using our services, customers agree to the following terms:

- Service Usage: Customers agree not to use our services for any unlawful purposes or in a manner that could damage, disable, or impair our services.
- Payment Terms: All payments must be made in full at the time of booking unless otherwise agreed upon.
- Limitation of Liability: Music iPortal LLC is not liable for any indirect, incidental, or consequential damages arising from the use of our services.

These terms and conditions are available on our website and must be agreed upon prior to purchase.

****4. Privacy Policy:****

Music iPortal LLC is committed to protecting the privacy of our customers. Our privacy policy outlines:

- Information Collection: We collect personal information such as names, email addresses, and payment details when services are purchased.
- Data Usage: The information collected is used to process transactions, improve our services, and communicate with customers.
- Data Protection: We implement appropriate security measures to protect customer data from unauthorized access.

****5. Business Legal Name:****

The official name of our business is Music iPortal LLC. Our customers will see this name on their transaction statements.

****6. Business Address:****

Music iPortal LLC
105 S. Philadelphia Blvd.
Aberdeen, MD 21001

****7. Customer Service Contact Information:****

For any inquiries or assistance, customers can reach us through the following contact methods:

- Email: mainoffice@musicportalproductions.com
- Phone: 443-306-8334

We encourage our customers to contact us with any questions or concerns regarding our services.
