

Refund Policy

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Thank you for your purchase with us. We hope you are happy with our services. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, or an exchange. Please see below for more information on our return policy.

Refunds

All refunds must be postmarked within 14 days of the purchase date. All refunded items must be in unused condition and must not be activated or trialed with.

Return Process

To refund an item, simply log in to your profile and search for the service to be cancelled. There is an option in the bottom left to cancel the item, which will automatically cancel and refund the item, if a refund option is available. For refunds to be accepted, the services must not have been used at all.

For any custom orders and custom projects, there is a strictly no refund policy due to the large labor workload required, which cannot be refunded.

Please bear in mind refunds may take up to 7 working days to process.

Processing Refunds

After receiving your cancellation/refund request and inspecting the condition of your item, we will process your return. Please allow at least 7 days from the receipt of your item to process your return.

Exceptions

If you believe your order qualifies for a special exemption, please contact us at the contact details below to arrange a refund or exchange.