

Return & Refund Policy

At U2 Group, we are committed to providing high-quality architectural content and services. Due to the nature of digital goods and personalized services, we have established the following return and refund policy:

1. Pre-Designed House Plans (Digital Products)

All sales of pre-designed house plans are **final** and **non-refundable**.

By purchasing a plan from our marketplace, you agree to the following:

- You are acquiring a **non-exclusive, non-transferable license** for a single-use construction project.
- Once the files are delivered or made available for download, **no refunds, exchanges, or cancellations** are allowed.
- Please ensure the plan meets your local codes and personal requirements before purchasing.
- We strongly recommend contacting us with any questions before completing your order.

👉 Full license terms: <https://u2.group/license-pre>

2. Custom Design Services

Custom architectural design services are **tailor-made** and involve significant creative and technical work. Therefore:

- **No refunds or cancellations** are permitted once the design process has started or deliverables have been shared.
- Clients are responsible for providing complete and accurate information at the project intake stage.

- U2 Group commits to maintaining open communication and offering revisions within the scope of the agreed proposal.
- In the unlikely event of a service dispute, we will attempt to resolve the matter fairly and professionally.

👉 Custom design license: <https://u2.group/custom-design-license>

3. Download Issues or Technical Errors

If you experience a **technical issue** that prevents you from accessing your purchased files:

- Contact us within 7 calendar days of purchase at **contact@u2.group**.
 - We will assist in re-sending the files or providing alternative download methods.
 - This does **not** apply to change-of-mind requests or incompatibility with local building codes.
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4. Chargebacks and Fraudulent Disputes

Initiating a chargeback without first contacting our support team to resolve an issue may be treated as a fraudulent action.

- All chargebacks are thoroughly investigated.
 - Any verified misuse may result in suspension of access and legal action if necessary.
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5. Questions and Support

If you are unsure whether a product or service is right for you, please reach out before purchasing.

We are happy to help you make the best decision for your project.

✉ **Email:** contact@u2.group

🌐 **Website:** <https://u2.group>

