

Refund & Cancellation Policy

Last Updated: 17 November 2025

We aim to provide excellent service. This policy outlines circumstances where refunds or cancellations may apply.

Digital Services (Design, Branding, Websites, Marketing)

Because these services require time and creative labour:

- Deposits are non-refundable
- No refunds once work has started
- Cancellation fees may apply depending on project progress
- Revisions beyond agreed scope will incur additional charges

Physical Products (Printing, Corporate Gifts, Branded Items)

Refunds or returns are only accepted for:

- Manufacturing defects
- Incorrect items received

Refunds cannot be issued for:

- Customised or personalised products
- Errors resulting from client-supplied information

Agricultural Products (Livestock, Crops, Farm Goods)

Due to the nature of agricultural products:

- No refunds on livestock, seeds, or feed after delivery
- Refunds for farm products only apply if the product is damaged or spoiled upon receipt

Cancellation of Bookings or Projects

- 48-hour written notice is required for cancellations
- Cancellations after work begins may incur work-done charges
- Missed meetings, delays, or non-response may delay project timelines

Processing Time

Approved refunds will be processed within 7–15 working days depending on the payment method.