



Refunds & Returns Policy (Australia)

Last updated: 10 April 2026

This policy is provided in addition to your rights under the Australian Consumer Law (ACL). Our goods and services come with consumer guarantees that cannot be excluded.

1. Digital downloads (current offering)

Because digital files are delivered instantly and can't be "returned" in any meaningful way, change-of-mind refunds are not available for digital downloads once delivered, accessed, or downloaded, except where required under the ACL.

You may be entitled to a remedy if the file is defective, corrupted, materially different from what was described, or access is not provided.

2. Fixing access issues

If you can't access a download, contact us with:

- The email address used
- The item name
- A screenshot or short description of the issue

We'll respond within a reasonable time and aim to resolve access quickly (usually by re-issuing the link or providing an alternative delivery method).

3. Future physical goods (when we start shipping items)

When Enigma sells physical products, this policy will be updated to include:

- Faulty/damaged/not as described: remedies in line with ACL (repair/replacement/refund depending on severity)
- Change of mind (if offered): items must be unused and returned in original condition within a stated window; return shipping is usually the customer's cost

Until physical products are available, this section is here to save future-you from writing policy documents at midnight.

4. How refunds are processed

Approved refunds are processed to the original payment method where possible. Processing times depend on your payment provider.

5. Contact

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