

Refund & Cancellation Policy

1. PURPOSE

This policy outlines how cancellations, rescheduling, and refunds are handled. We aim to be fair and transparent, recognising that plans can change while also protecting the time, care, and resources that go into every project.

2. SCOPE

This policy applies to:

- Design projects (branding, print, digital).
- Website design and development.
- Consultancy, workshops, and advisory services.

3. PROJECT BOOKING & DEPOSITS

- A non-refundable deposit is required to secure all projects.
- Work will not begin until the deposit has been received.
- The deposit covers initial planning, scheduling, and early-stage work.

4. CANCELLATIONS BY CLIENTS

Before work begins:

- If a project is cancelled before work starts, the deposit is retained.
- No further fees will be charged.

After work has started:

- If a project is cancelled after work has begun, payment is required for all work completed up to that point.
- This includes research, concepts, development, and any committed supplier costs.

5. PROJECT PAUSES & DELAYS

We understand that projects sometimes need to pause.

- Projects delayed by more than the agreed period will be rescheduled.
- Additional costs may apply if work needs to be restarted or significantly re-scoped.
- We'll always aim to communicate this clearly and fairly.

6. REFUNDS

As most of our work is time-based and bespoke:

- Refunds are not typically offered once work has been completed or delivered.

- Partial refunds may be considered in exceptional circumstances, at our discretion.

We always aim to resolve any concerns before they reach this stage.

7. WORKSHOPS & CONSULTANCY

- Cancellations made with reasonable notice (eg. 5–7 days) may be rescheduled.
- Short-notice cancellations (eg. 48 hours) may be charged in full.
- If we need to reschedule, an alternative date will always be offered.

8. CANCELLATIONS BY LIL CREATIVE STUDIO

In the unlikely event that we need to cancel:

- Any payments made for work not yet completed will be refunded.
- Where possible, we will provide reasonable notice and alternative options.

9. THIRD-PARTY COSTS

Costs already committed to third parties (e.g. printing, hosting, specialist suppliers) are non-refundable.

These will be clearly communicated and agreed in advance wherever possible.

10. COMMUNICATION

If circumstances change, we encourage open and early communication.

Most issues can be resolved with a conversation and we'll always aim to find a fair and respectful way forward.

11. COMMITMENT

We value long-term relationships over short-term transactions. This policy exists to create clarity, reduce misunderstandings, and support a way of working that respects both your time and ours.

REVIEW

This document is reviewed periodically and may be updated to reflect changes in legislation, best practice, organisational priorities, or the way Lil Creative Studio operates.

Last reviewed: June 2026