

# CARDIFF CREATIVE

THE WEB. AND MORE.

## Refund Policy

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### ABSTRACT

Policy about how Cardiff Creative handles REFUND requests.

## Cardiff Creative – Refund Policy

As CARDIFF CREATIVE is providing non-tangible irrevocable goods we do not issue refunds once the order is accomplished and the product is delivered. You are responsible for understanding this upon purchasing any item at our site.

### However, we realize that exceptional circumstances may go into effect:

#### **Non-delivery of the product**

You did not receive the product or service within the announced delivery time, whereby “announced delivery time” is referred to the first delivery time information you received upon your order placement. Please take note of that the delivery time for design services may vary and potentially extend, if during the design process we receive additional requirements or information relevant to the design process, which have not been submitted to us at the time of making your order.

#### **Irreparable defects or grave difficulties with the product or service.**

Although all products and services are thoroughly tested before release, unexpected errors may occur. You are committed to report such situation to our Support Team immediately upon detection. A refund in such a situation is exclusively dependent on individual approval and may only apply, if we cannot fix foresaid defect or grave difficulty within a reasonable time.

**Section 1.01 Product not-as-described:**

A refund request based on this reason is satisfied on a case-by-case basis in agreement of both parties concerned. To prevent this situation, every customer is suggested to request free samples of each type of products and services offered by CARDIFF CREATIVE before making a purchase. Our Support Team is ready to provide you with timely and professional assistance. Be sure that we will gladly review your problems upon your request and will find the best convenient solution to satisfy your expectations.

Refund requests are accepted exclusively by email or in a written form. Please provide detailed and grounded reasons why you apply for a refund.