

# Refund Policy

STACKD Creative Studio

*Last Updated: January 30, 2026*

At STACKD Creative Studio, we strive to deliver exceptional design services that exceed your expectations. This Refund Policy explains our approach to refunds, cancellations, and client satisfaction.

**Quick Summary:** Deposits are non-refundable once work begins. If we can't deliver what was promised, you're entitled to a refund for undelivered work. Your satisfaction matters to us - let's talk if there's an issue!

## 1. General Refund Policy

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Due to the custom, creative nature of our design services, we operate on a case-by-case refund policy guided by fairness and Australian Consumer Law.

### Our Commitment

We commit to:

- Delivering services as described in your Service Agreement
- Maintaining professional quality standards
- Communicating openly throughout your project
- Working with you to resolve any concerns
- Honoring your rights under Australian Consumer Law

## 2. Deposit Refund Policy

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### Non-Refundable Deposits

The 50% deposit paid at the start of a project is **non-refundable** once work has commenced because:

- We reserve time in our schedule specifically for your project
- Research and planning begin immediately
- We turn down other opportunities to commit to your work
- Creative work and time invested cannot be reclaimed

**Important:** Your deposit secures your project slot and compensates for initial work. Once we begin, this deposit is earned and cannot be refunded, even if you choose to cancel.

## Deposit Refund Exceptions

Deposits may be refunded in the following circumstances:

- **Before Work Begins:** If we have not yet started your project (no research, planning, or creative work completed), you may receive a full deposit refund
- **Our Inability to Deliver:** If we determine we cannot complete your project for reasons within our control
- **Significant Delay by Us:** If we fail to begin work within 30 days of the agreed start date without valid reason

## 3. Full Project Cancellations

### Cancellation by Client

If you choose to cancel a project after work has begun:

Project Stage	What You Pay	What You Receive
Before work starts	Full refund possible	No deliverables
Early stage (0-25% complete)	50% deposit retained	Work completed to date (low-res preview)
Mid-project (25-75% complete)	Deposit + hourly billing for work completed	Work completed to date (low-res preview)

Near completion  
(75%+ complete)

Full project payment may  
be required

All work completed at time  
of cancellation

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## Cancellation by STACKD Creative Studio

If we need to cancel your project due to:

- **Our circumstances:** You receive a full refund of all payments made
- **Client non-payment:** Deposit retained, no refund issued
- **Client non-cooperation:** Deposit retained, work completed to date billed
- **Scope impossibility:** Prorated refund after deducting completed work

## 4. Partial Refunds and Adjustments

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### When Partial Refunds May Apply

We may issue partial refunds in situations such as:

- Deliverables not meeting the agreed scope (and we cannot remedy this)
- Significant delays caused entirely by us
- Agreed-upon services not provided
- Mutual agreement to reduce project scope

### How Partial Refunds Are Calculated

Partial refunds are calculated based on:

1. Total project value
2. Percentage of deliverables completed
3. Time invested (at our hourly rate)
4. Value of work that can be provided to you

## 5. No Refunds After Final Delivery

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**Final Delivery Policy:** Once you approve final deliverables and make final payment, no refunds will be issued. This includes:

- Changes of mind after project completion

- Buyer's remorse
- Deciding not to use the work
- Changes in business direction
- Preference for a different style after approval

**Why?** Once files are delivered and you have full ownership, we cannot reclaim that work. The creative time and intellectual property transfer is complete.

**To prevent this:** We build in revision rounds and approval checkpoints throughout the project so you can request changes BEFORE final delivery.

## 6. Revision Policy (Instead of Refunds)

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Rather than refunds, we encourage working together to achieve your vision through revisions:

### Included Revisions

- Most projects include 2-3 rounds of revisions (specified in your agreement)
- Revisions must be requested within 7 days of receiving each deliverable
- Revisions should be within the original project scope

### Additional Revisions

- Extra revisions beyond included rounds: \$75-150/hour (as per agreement)
- Scope changes or entirely new directions: separate quote required

## 7. Disputes and Problem Resolution

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### If You're Unhappy

We want to make things right. Please follow these steps:

1. **Contact Us Immediately:** Email or call as soon as you have concerns
2. **Explain the Issue:** Be specific about what isn't meeting expectations
3. **Give Us a Chance:** Allow us to propose solutions or revisions
4. **Consider Mediation:** If direct resolution fails, we'll suggest a mediator

**Good Faith Promise:** We commit to working in good faith to resolve any issues. Most problems can be solved through communication and willingness to collaborate.

## 8. Australian Consumer Law (ACL)

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**Your Rights Are Protected:** Nothing in this Refund Policy removes or limits your rights under the Australian Consumer Law.

### Consumer Guarantees

Under Australian Consumer Law, our services come with guarantees that cannot be excluded:

- Services must be provided with acceptable care and skill
- Services must be fit for the purpose you told us about
- Services must be provided within a reasonable time
- We must have necessary skills to provide the services

### Your Remedies Under ACL

If we fail to meet these guarantees, you may be entitled to:

- **Major Failure:** Cancel the service contract and obtain a refund, or seek compensation for loss
- **Minor Failure:** Have us fix the problem within a reasonable time, or receive a refund if we can't fix it

## 9. Refund Processing

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### Timeline

If a refund is approved:

- We will process the refund within **14 business days** of approval
- Refunds are issued to the original payment method
- Bank processing may take an additional 5-10 business days

### Refund Method

- **Credit/Debit Card (Stripe):** Refunded to the original card
- **Bank Transfer:** Refunded to the account funds were sent from

## 10. What's NOT Covered

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This refund policy does NOT cover:

- **Third-party costs:** Stock images, premium fonts, domain registrations, hosting fees (these are paid to third parties and non-refundable)
- **Change of mind:** After approval and final payment
- **Poor results from implementation:** If design doesn't perform as expected when launched (we design, but market performance depends on many factors)
- **Client-side issues:** Technical problems with your website, email, or systems
- **Force majeure:** Delays or issues beyond our control

## 11. Project Pausing vs. Cancellation

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### Pausing a Project

If you need to pause rather than cancel:

- Projects can be paused for up to **3 months**
- Deposit and any additional payments made are retained
- Work completed to date is saved and available when you resume
- After 3 months, the project is considered cancelled (see cancellation policy above)

## 12. Satisfaction Guarantee

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While we cannot offer a blanket "money-back guarantee" for creative work, we do guarantee:

### Our Promise:

- We will work through included revision rounds to achieve your vision
- We will communicate openly about any challenges
- We will deliver work that meets professional industry standards
- If there's a significant issue with our service quality, we'll make it right

## 13. How to Request a Refund

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If you believe you're entitled to a refund:

1. Email us at [[hello@itsstackd.com](mailto:hello@itsstackd.com)] with "Refund Request" in the subject line
2. Include your project name, invoice number, and reason for the refund request
3. Provide specific details about the issue and what you've tried to resolve it
4. Allow us 3-5 business days to review and respond

## 14. Chargebacks

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**Please contact us before initiating a chargeback.**

Chargebacks should be a last resort. If you initiate a chargeback:

- All work stops immediately
- No files or deliverables will be provided
- We will contest the chargeback with evidence of work performed
- Legal action may be pursued to recover losses

We strongly encourage resolving disputes through direct communication first.

## 15. Contact Us

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For questions about refunds or to discuss a concern with your project:

### **STACKD Creative Studio**

ABN: 85758802488

Email: [[hello@itsstackd.com](mailto:hello@itsstackd.com)]

Phone: [0477773559]

**Response Time:** We aim to respond to all refund inquiries within 1-2 business days.

## 16. Changes to This Policy

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We may update this Refund Policy from time to time. Changes will be posted on our website with a new "Last Updated" date.

For active projects, the Refund Policy in effect at the time of agreement signing will apply.