

This Refund Policy applies to all clients who book, accept a quotation, or make payment for services provided by By His Grace Studios.

1. Deposits & Booking Fees

All deposits, reserving fees, and booking payments are strictly non-refundable. These payments secure your project slot and are used to initiate design setup, hosting purchases, or time allocation.

2. Completed Work

Payments made for completed work are non-refundable due to the time, effort, and intellectual property invested in the creative process. This includes:

- Website design
- Wedding website design
- Branding projects
- Layouts or custom templates
- Hosting setup

3. Hosting, Domain & Subdomain Fees

Hosting, domain registrations, and subdomain setup fees are non-refundable under any circumstances, as these are external services that are paid for in advance on behalf of the client.

4. Design Revisions & Additional Work

Clients are allowed a free revision window (as per their quotation or policy, usually 5 working days after project completion). Revisions beyond this period or outside the original scope will be quoted separately.

If a client fails to provide content or feedback within the agreed timeframe and the project is delayed as a result, no refunds will be issued.

5. Digital Products

All digital product purchases (e.g. planners, guides, templates) are final and non-refundable due to their downloadable and reproducible nature.

6. Abandonment or Non-Communication

If a client abandons the project, fails to respond within 10 working days, or does not provide the necessary content within 30 calendar days unless otherwise agreed by both parties, the project will be marked as complete and no refund will be given.

7. Force Majeure Delays

Refunds will not be given for project delays caused by unforeseen circumstances including but not limited to illness, hospitalization, loadshedding, or emergencies. Clients are asked to extend grace in such situations.

8. Agreement

By accepting a quotation, making payment, or booking a service, the client acknowledges full understanding and acceptance of this Refund Policy.