

## Promo Design Club - Return Policy

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Due to the digital nature of our products, all sales are final. Once a template has been purchased and delivered, we cannot offer refunds or exchanges.

This applies to purchases made through our website, as well as custom orders arranged via email or direct invoice.

Please ensure you read the product description carefully before purchasing. If you have any questions about a product, contact us at [jason@promodesign.club](mailto:jason@promodesign.club) before completing your order.

Exceptions:

- Duplicate purchases of the same template (accidental double purchase)
- Technical error on our part (e.g. incorrect file sent)

Please note: Template purchases do not include revisions. All templates are delivered as-is. Canva or Photoshop files can be provided upon request, depending on the template format.

For custom orders, we include up to 2 rounds of revisions free of charge. Additional revisions beyond this are charged at £10 per revision. Custom designs are typically delivered within 1-2 business days after receiving full details. Delivery time may vary during peak periods.

Customers are responsible for ensuring all submitted details are correct. Any revisions required due to incorrect information may count toward the revision limit.

We appreciate your understanding and support of small creative businesses.