

DIGIGO STUDIO · POLICY

Refund Policy

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Plain-language summary: no refunds once a digital deliverable has been transferred or work on a milestone has begun. The full terms are below.

1. No refunds, once delivered

DigiGo Studio operates a strict no-refund-once-delivered policy. Delivered means any of the following has occurred: a download link, file, repository access, or hosted environment containing the deliverable has been made available to the client; a milestone has been submitted to the client for review; or production work on a milestone has commenced.

Once any of the above has occurred, the fees associated with that deliverable or milestone are final and non-refundable.

2. Why advances are non-refundable

DigiGo Studio takes a 50% to 100% advance before beginning any engagement. The advance covers reserved studio capacity, onboarding and discovery work already performed, software licenses and infrastructure fronted on the client's behalf, and senior staff time spent on scoping and coordination.

These costs are real and irrecoverable. Once the advance has cleared and we have begun any of the above, the advance is non-refundable.

3. Digital goods are final

All downloadable digital goods sold by DigiGo Studio (templates, presets, kits, design files, source code, compiled software, fonts, datasets, documentation, and packaged exports) are charged at 100% in advance and are final, non-refundable, non-exchangeable, and non-cancellable once the download has been made available — irrespective of whether the client has actually downloaded the file.

4. Narrow exceptions

Refunds or credits may be issued only for: duplicate charges (refunded within 7 business days of confirmation); failed delivery due to a technical failure on our side that we cannot resolve within 14 days; or a pre-production cancellation in writing before any production work has begun, refunded less a 10% administrative fee.

All other situations — including dissatisfaction, change of mind, scope changes initiated by the client, or termination after work has commenced — are not eligible for a refund.

5. Chargebacks

Initiating a chargeback or payment reversal for an order that does not qualify under the exceptions above is a breach of this policy. We will contest such chargebacks with documentation of delivery and may pursue collection of the disputed amount.

6. How to raise a refund request

If you believe your situation qualifies under section 4, contact us in writing within fourteen (14) days of the charge with: your invoice number, the date of charge, the deliverable or product in question, and a description of why a refund is requested. We respond to refund requests within five (5) business days.

7. Relationship to company policy

This refund policy is read together with the Company Policy. In the event of a conflict, the Company Policy governs except on refund-specific questions, where this policy controls.