

■ Studio Bloom Web Design — Return & Refund Policy

Last updated: October 2025

1. Custom Design & Digital Services

All branding, logo, web design, and digital marketing services are custom-created for each client. Because these projects involve personalized creative time and strategy, refunds are not available once work has begun. A non-refundable deposit (usually 50%) is required to book your project. The remaining balance is due before final files, website launch, or print release. Work may pause if payments fall behind.

2. Revisions & Satisfaction

Each package includes a specific number of revision rounds. Extra revisions beyond the included amount may be billed at the hourly design rate. If you're unhappy with your design, please contact us within 7 days of delivery so we can make reasonable adjustments within the project scope.

3. Physical Products (Shirts, Hats, Flyers, Business Cards, etc.)

We partner with trusted local and print-on-demand providers to ensure top quality. Defective or damaged items: Report within 7 days of delivery with clear photos — we'll replace or reprint at no cost. Incorrect sizes or design approval errors: Because items are printed on demand and approved before production, we cannot offer refunds for customer input or sizing mistakes. Returns: All custom or print-on-demand items are final sale unless defective.

4. Shipping & Delivery

Shipping times vary by product and destination. Studio Bloom Web Design is not responsible for carrier delays, customs holdups, or shipping errors once an item leaves our facility.

5. Digital Downloads & Templates

All digital templates and downloadable products are final sale and non-refundable, as they are delivered instantly after purchase.

6. Cancellations

Before production or design work begins: Partial refunds may be available (less administrative and prep costs). After work has started: No refunds are available, but any completed work up to that point will be delivered.

7. Third-Party Services & Platforms

Studio Bloom Web Design frequently integrates or collaborates with third-party platforms such as GoDaddy, Shopify, Wix, WordPress, Canva, and print vendors. Studio Bloom Web Design is not responsible for errors, delays, service interruptions, or refund disputes involving these third-party providers. All refunds, billing issues, or cancellations must be managed directly with the respective platform or vendor under their own terms. Once your website, print materials, or digital assets are connected to or hosted by a third-party platform, Studio Bloom cannot issue refunds or accept responsibility for those services. Clients are responsible for maintaining their own hosting, domain renewals, and subscription payments with their chosen providers.

8. Communication & Support

We're committed to client satisfaction. If you have any questions or issues with your order, reach out within 7 days of delivery and we'll do our best to help resolve it.

9. Contact

Studio Bloom Web Design — Mississauga, Ontario, Canada • Phone: 416-576-9677 • Email: Brandy@StudioBloomWebDesign.com • Website: www.StudioBloomWebDesign.com • Response Time: Please allow up to 24 hours for a reply.