

Cancellation & Refund Policy

Last updated: August 2026

At Pepperberry Interiors, every e-design project is created specifically for you and your space. We understand that circumstances can change, so we aim to make our cancellation and refund process as clear and fair as possible.

Cancelling Before Design Work Begins

If you change your mind and cancel your e-design service **before Pepperberry Interiors has commenced design work**, please contact us as soon as possible.

Any amount paid will be refunded, less any reasonable non-refundable transaction or administrative costs where permitted by law.

Cancelling After Design Work Has Begun

Because our e-design services involve personalised creative work prepared specifically for you, refunds may be limited once work on your project has commenced.

If you cancel after design work has begun, Pepperberry Interiors may retain an amount reasonably reflecting the work already completed and costs incurred up to the date of cancellation.

Any applicable refund will be considered based on the stage your project has reached.

Completed Design Services

Once your service has been substantially completed or your final design pack has been delivered, we generally do not provide refunds simply because you change your mind.

If you have concerns about your completed design, please contact us so we can discuss them with you.

Changes to Your Project

If your circumstances or design requirements change during your project, please contact us as soon as possible.

Reasonable changes may be accommodated through the revision included in your selected package where applicable.

Significant changes to your original brief, design direction or project scope may require additional work and incur an additional fee. We will always discuss any additional costs with you before undertaking that work.

Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any rights or remedies you may have under the **Australian Consumer Law**.

Where our services fail to meet an applicable consumer guarantee, you may be entitled to a remedy including having the problem corrected, cancelling the service, receiving a refund or other remedy depending on the circumstances.

How to Request a Cancellation or Refund

Please contact:

Pepperberry Interiors

ABN: 36 502 149 016

Email: zacwisbey@pepperberryinteriors.com

Website: www.pepperberryinteriors.com

Please include your name and details of the service you purchased so we can respond to your request.

This Cancellation & Refund Policy should be read together with the **Pepperberry Interiors E-Design Client Agreement**.