indierose
CREATIVE STUDIO

# Payments & Refunds

**Effective Date: September 2026**
Indie Rose Creative Studio is a creative design studio specialising in website design, graphic design, artworking, and print management. As our work is bespoke and tailored to each individual client, we have a strict Payments and Refunds Policy in place to ensure clarity and fairness for both parties.

**Payment Terms**

**Full Payment Required Upfront:**
All services and projects must be paid in full on a proforma invoice basis before any work commences.

**No Part Payments or Payment Plans:**
We do not offer installment payments, part payments, or payment plans. This ensures a streamlined and efficient process from start to finish.

**Accepted Payment Methods:**
We accept payments via Bank Transfer to the account displayed on the bottom of your invoice.

**Refund Policy**
Due to the custom nature of our services, we do not offer refunds under any circumstances. Each project is uniquely created for the client and cannot be resold or repurposed.

**Satisfaction Guarantee**
Client satisfaction is at the heart of what we do. If any element of the delivered work is not to your expectations: We will take prompt action to revise or amend the work in line with your original brief.

Reasonable revisions will be carried out free of charge until the project meets your satisfaction, within the scope of the original agreement.

By proceeding with payment, you agree to these terms.

If you have any questions regarding our Payments and Refunds Policy, please contact us at info@indierosecreativestudio.co.uk