

# PHEOWL LTD– RETURN AND REFUND

At PHEOWL LTD, we strive to provide high-quality architectural, production, and creative services to meet our clients' needs. However, we understand that circumstances may arise where a return or refund may be necessary. This Return and Refund Policy outlines the conditions under which returns and refunds will be granted for our services and the process through which they can be requested.

## Services Covered

This policy applies to all services provided by PHEOWL LTD, including but not limited to:

- Architectural design services (SIC 71111)
- Video production services (SIC 59112)
- Creative and design services (SIC 74100)
- Engineering consulting and planning (SIC 71121)

## Conditions for Refund

Refunds will be considered only under the following circumstances:

- **Service Non-Performance:** If PHEOWL LTD fails to deliver the services as outlined in the agreed project scope or fails to meet the quality standards specified in the contract, a partial or full refund may be issued.
- **Project Cancellation:** If a project is cancelled by PHEOWL LTD due to unforeseen circumstances, a refund of any advance payments will be issued in accordance with the terms outlined in the agreement. If the cancellation is initiated by the user, refunds will be evaluated based on the amount of work completed at the time of cancellation.
- **Defective Deliverables:** If the final deliverables are not in accordance with the approved design concept or project specifications, users may be eligible for a refund or rework. A refund will only be provided if a resolution cannot be reached after attempts to resolve the issues.
- **Breach of Terms:** If PHEOWL LTD breaches any term of the service agreement, the user may request a refund of payments made for services not yet delivered.

## Refund Process

To request a refund, users must:

- Submit a formal written request to PHEOWL LTD within 14 days of receiving the final deliverables or the service being rendered.
- Clearly specify the reason for the refund request, providing any supporting documentation or evidence (e.g., communication records, contract references, etc.).
- Understand that refunds are processed on a case-by-case basis and may be subject to deduction for work already completed up until the time of cancellation or dissatisfaction.

## Partial Refunds and Reworks

In cases where services have been partially delivered or the user has used the services provided, a partial refund may be issued. Alternatively, users may opt for rework or revisions, depending on the nature of the issue. PHEOWL LTD will make reasonable efforts to resolve the issue to the user's satisfaction before processing a refund.

## Non-Refundable Services

The following services are non-refundable:

- **Completed Design Work:** Once the final design work has been approved by the user, no refund will be issued.
- **Consultation Fees:** Any consultation or advisory services rendered, including but not limited to meetings, initial assessments, and conceptual discussions, are non-refundable once delivered.
- **Custom Deliverables:** Any customized or unique design or production work created specifically for the user that has been completed and delivered is non-refundable unless there is a significant breach in the service agreement.

## Timing of Refunds

Refunds will be processed within 14 business days of approval. Refunds will be made via the same payment method used for the original transaction (e.g., wire transfer, wise, PayPal, stripe etc.). Users are advised to provide accurate and complete information to avoid delays in processing the refund.

## Exclusions and Limitations

Refunds will not be granted for the following:

- Change of mind or preference after the project has been initiated.
- Minor adjustments or modifications that do not significantly impact the final deliverables or project scope.
- Delays caused by third parties or external factors that are outside the control of PHEOWL LTD, such as delays in receiving user-provided materials or changes in project requirements during the course of the project.

## Disputes and Resolution

If a dispute arises regarding the return or refund process, PHEOWL LTD encourages open communication to resolve the issue amicably. In the event a resolution cannot be reached, the dispute may be subject to the dispute resolution process outlined in our Terms and Conditions, which include mediation or arbitration in accordance with the laws of England and Wales

## Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

PHEOWL LTD

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