

Return and Refund Policy

Effective Date: November 2025

At ProArt Solutions (“we”, “our”, “us”), we aim to provide high-quality design services while keeping the process transparent and fair for all clients. This Service & Refund Policy explains how we handle orders, revisions, cancellations, and refunds.

1. Service Process

1. Clients submit design requests via our website, WhatsApp, or email.
 2. We provide a quotation based on the requested service.
 3. Work begins only after payment confirmation or agreed terms.
 4. Initial draft designs are shared for client review.
 5. Revisions are made based on the agreed number of revisions included in the service package.
 6. Final designs are delivered in digital formats suitable for intended use (e.g., printing, social media).
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2. Revisions

- Each service package includes a set number of revisions (as listed in the package).
 - Additional revisions beyond the package may incur extra charges, which will be communicated before proceeding.
 - Clients should provide clear feedback to ensure revisions meet expectations.
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3. Delivery Time

- Delivery time depends on the complexity of the project and agreed deadlines.
 - Standard delivery timelines will be communicated after project confirmation.
 - Delays caused by late client responses or content/material submissions may affect delivery schedules.
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4. Cancellation Policy

- Projects canceled before work begins are eligible for a full refund.
 - Projects canceled after work has started are evaluated case-by-case; partial refunds may be issued depending on completed work.
 - Once final designs are approved and delivered, cancellations or refunds are not accepted.
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5. Refund Policy

- Refunds are generally not provided for completed and delivered work.
 - Any refund request must be made within 7 days of receiving the initial draft if the client is unsatisfied.
 - Refunds for partially completed work are considered on a case-by-case basis at our discretion.
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6. Client Responsibilities

- Provide all necessary information, materials, and content for the design.
 - Respond to draft approvals and revision requests promptly to avoid delays.
 - Understand that design results may vary based on provided content and references.
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7. Contact for Service Issues

For any service-related questions, cancellations, or refund inquiries:

Email: admin@intelinestsolutions.com

WhatsApp: +6013-869 9933

Website: proartsolutions.com
