

## Marta Lowell Design - Refund Policy

We are committed to delivering thoughtful, practical interior design solutions tailored to your needs. Due to the personalised nature of our services, the following refund policy applies:

### Deposits & Payments

All payments made for design services are non-refundable once work has commenced. This includes any initial consultation, concept development, or design work already completed.

### Cooling-Off Period

Clients may cancel their purchase within 14 days of booking, provided that no design work has started. A full refund will be issued in this case.

If you request work to begin within the 14-day period, you acknowledge that your right to cancel and receive a full refund is waived.

### After Work Has Started

Once the design process has begun, refunds will not be issued. However, we are committed to your satisfaction and will work with you to refine the design within the agreed scope.

### Design Revisions

Each package includes a set number of revisions. Additional revisions outside of this scope may incur an extra charge.

### Digital Deliverables

As all services are delivered digitally (e.g. mood boards, layouts, shopping lists), these are non-refundable once provided.

### Exceptional Circumstances

Refund requests in exceptional circumstances will be considered on a case-by-case basis at our discretion.

### Contact Us

If you have any questions about your order or this policy, please contact us via the main email address.

Last updated: January 2026