

RETURN & REFUND POLICY

1. TERMS & DEFINITIONS

To help set things as clearly as possible in this Return & Refund Policy, every time any of these terms are referenced, are strictly defined as:

- Company: when this policy mentions “Company,” “we,” “us,” or “our,” it refers to Platinum Web Design Studio that is responsible for your information under this Return & Refund Policy.
- Customer: refers to the company, organization or person that signs up to use the Platinum Web Design Studio Service to manage the relationships with your consumers or service users.
- Device: any internet connected device such as a phone, tablet, computer or any other device that can be used to visit Platinum Web Design Studio and use the services.
- Service: refers to the service provided by Platinum Web Design Studio as described in the relative terms (if available) and on this platform.
- Website: Platinum Web Design Studio."’s" site, which can be accessed via this URL:
<https://platinumstudio.info/>.
- You: a person or entity that is registered with Platinum Web Design Studio to use the Services.

RETURN & REFUND POLICY

Thanks for shopping at Platinum Web Design Studio. We appreciate the fact that you would like to buy products from our design and development range. We also want to make sure you have a rewarding experience while you are exploring, evaluating, and purchasing our products.

As with any shopping experience, there are terms and conditions that apply to transactions at Platinum Web Design Studio. We'll be as brief as our attorneys will allow. The main thing to remember is that by placing an order or making a purchase at Platinum Web Design Studio, you agree to the terms set forth below along with this Policy.

QUALITY INVENTORY

We at ourselves to serving our customers with the best products. Every single product that you choose at Platinum Web Design Studio Store at URL: <https://platinumstudio.info/> is thoroughly developed, inspected and checked with utmost care. We do this to ensure finest quality of our products for you to enjoy fully.

When you place an order, we carry out thorough quality check at each step.

We take utmost care while completing your project and testing it, including how it functions.

Nevertheless, there are times when we may not have product(s) on display, or certain products are temporary unavailable for purchasing, or there may be some issues with our inventory and quality check. In such cases, you may not be able to place an order. Or we may have to cancel your order. If this is the case, you will be informed about it so that you don't have to worry unnecessarily about your order.

Please note that Platinum Web Design Studio is not liable for damages to our products which are beyond our control. For example, unsatisfactory Internet connection, mechanic damage(s) to devices you use what prevents correct functioning of our product(s), and etc.

RETURNS & REFUNDS

We follow certain policies to ensure transparency, efficiency and quality customer care:

- We *accept* refunds if you find programming product, including web development, web design, apps, purchased at Platinum Web Design Studio Store at URL: <https://platinumstudio.info/> has technic errors, works with errors, works intermittently, etc. Herein you will be able to receive a full refund for your ordered product.

Whereas it is the case, you should apply for a full refund within 15 days from your initial product purchase and payment.

We follow policies regarding other refunds and returns, find these listed below:

- We *accept* few steps payments for our development and design products.

Whereas it is the case, your full payment should be completed within 15 days from your initial product purchase and payment.

- Refunds are *not* given for either web development or design purchases made.

- We *do not* accept returns of sold either web development or design products.

- We *accept* exchanges of our either web development or design purchases.

Whereas it is the case, you should apply for exchange of our products within 14 days from your initial product purchase and payment.

YOUR CONSENT

By using our website, or making a purchase, you hereby consent to our Return & Refund Policy and agree to its terms.

CHANGES TO OUR RETURN & REFUND POLICY

Should we update, amend or make any changes to this document so that they accurately reflect our Service and policies. Unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Return & Refund Policy. If you do not want to agree to this or any updated Returns & Refund Policy, you can delete your account.

CONTACT PLATINUM WEB DESIGN STUDIO

If, for either reason, you are not completely satisfied with any good or service that we provide, don't hesitate to contact us and we will discuss any of the issues you are going through with our product.

- Via Email: info@platinumwebdesignstudio.com

- Via Phone Number: +852 8191 7075