

Fair and transparent

 jonesdigital.co/refunds



Refund Policy

Our refund and cancellation terms are designed to be clear and reasonable — protecting both you and us throughout the project.

Prefer to keep a copy? [Click here to download a PDF version of this policy](#) for your records.

Deposits & Payments

All projects begin with a deposit before work starts. Here's how our payment structure works:

Website Design Projects

50% on completion, before final handover

Brand Identity Projects

50% on completion, before final handover

Combined Projects

50% on completion, before final handover

Smaller Items (logos only, etc.)

Payment in full required before work begins

Cancellation & Refund Terms

Before Work Begins

Full Refund of Deposit

If you cancel your project before any design work has started, your deposit will be refunded in full within 14 days.

During the Project

Partial Refund — Work Done So Far

If you cancel after work has begun, we'll invoice for the work completed up to that point. Any remaining balance of your deposit will be refunded. The minimum charge is for 1 hour of design time at our standard rate.

After Completion

No Refund — But We'll Make It Right

Once a project is signed off and final files are delivered, refunds are not available. However, if you're not satisfied with the outcome, we'll work with you to address any issues — your satisfaction matters to us.

Revision Rounds

Included Revisions

Each project includes a set number of revision rounds (agreed upfront in your proposal). Additional revision rounds beyond this are charged at our standard hourly rate and are non-refundable once completed.

How to Cancel

Cancellations must be made in writing. This ensures there's a clear record and avoids any misunderstanding.

- Email: contactus@jonesdigital.co
- Subject: "Project Cancellation — [Your Project Name]"

We'll acknowledge your cancellation within 1 business day and confirm any refund amount and timeline.

Last updated: July 2026.

Have questions about refunds?

We're happy to discuss our terms before you commit. Transparency is part of how we work.

[Start Your Project](#)