**Revision Policy**

Revisions are contingent on the package selected. Clients can approach us for unlimited free amendments and we will revise their design with no extra charges, given that the design and concept remain intact. Revision turnaround time will be 48 hours.

**Refund Policy**

* Design Pro Hub refund policy is not applicable when:
* You choose a discounted coupon
* You choose a promo/special service package
* You have approved the initial design concept
* You have requested revisions
* You have canceled the order due to non-related reasons in regard to the Design Pro Hub and its policies
* You have not contacted Design Pro Hub for more than 2 weeks since the project initiated
* You have violated Design Pro Hub terms & conditions and privacy policy
* You have approached another service provider or freelancer for the same project assigned to Design Pro Hub
* You have provided an incomplete project brief
* You have demanded a change in the any concept
* You have exceeded from the maximum time allowed to ‘request for refund’ and make claims
* You have other reasons such as change of mind, dispute with your partners, or other similar reasons
* You have approved the deliverables
* You have accepted multiple revisions for any service
* You have ordered a bundle service and dissatisfied with any specific service, refund can only be claimed against that specific service and ‘not’ the complete set of bundle services
* You have failed to provide the initial design brief within 10 days of order placement

**How to Claim Your Refund**

To ensure that your refund request is processed effectively and is approved, please make sure that you meet the following requirements.

1. Specify your concern and claim your refund through any of the following three modes:-
   * Toll-free : [(332) 253-4338](tel:(332)%20253-4338)
   * Email : [info@Design Pro Hub.com](mailto:info@designprohub.com)

We will try to resolve your query and concern in light of our revision policy immediately or else will email you a refund request approval from our refund department. After the refund, the rights to your design would be transferred to Design Pro Hub and you would not legally be allowed to display any version of the design sent by the company.

1. Since the rights to design would now be transferred to Design Pro Hub, you concur that you will have no right (immediate or circuitous) to use any reaction or other substance, work item or media, nor will you have any ownership interest for or to the same.
2. Working in a joint effort with the Government Copyright Agencies Design Pro Hub would share Copyright Acquisition data for the refunded outlines that would confine the re-utilization of the designs as original designs in the future.

If you have any questions or concerns about our Refund Policy, please get in touch with us by clicking here [info@Design Pro Hub.com](mailto:info@designprohub.com).

**All refund requests will be fulfilled as per the following arrangement:**

If request for refund is made before the Initial concept delivery, you would be eligible for Full Refund (less 10% service & processing fee).

If request for refund is made before the Initial concept delivery, you would be eligible for Full Refund (less 10% service & processing fee).

If request for refund is made between 48- 120 hours of the initial design delivery, you would be eligible 33% refund (less 10% service & processing fee).

No refund request will be entertained after 120 hours of your initial design delivery, however since we believe in 100% customer satisfaction you`re encouraged to contact us in case of any concern.

All refund requests should be communicated to the support department. Design Pro Hub based on the violation of your user agreement reserves the right to approve/disapprove your request on an individual case to case basis.

If request for refund is made before the Initial concept delivery, you would be eligible for Full Refund (less 10% service & processing fee).

If request for refund is made within 48 hours, you would be eligible for 66% refund (less 10% service & processing fee).

If request for refund is made between 48- 120 hours of the initial design delivery, you would be eligible 33% refund (less 10% service & processing fee).

No refund request will be entertained after 120 hours of your initial design delivery, however since we believe in 100% customer satisfaction you`re encouraged to contact us in case of any concern.

**All refund requests should be communicated to the support department.**

Design Pro Hub, based on the violation of your user agreement, reserves the right to approve/disapprove your request on an individual case to case basis.

**My Account**

The My Account area is a convenient way to communicate. It is your sole responsibility to check the account section for all questions, queries, concerns and any other instructions for the designer. Failure to actively check My Account section may become a cause of hindrance in your perusal of a refund. If you are unsure of how to use the My Account area, please contact customer support at any time for prompt assistance.

**Quality Assurance Policy**

In order to provide you with complete satisfaction, our designers are instructed not to deviate from the specifications provided by the client in the order form.

**100% Satisfaction Guarantee**

We revamp the requested design and continue overhauling it until you are 100% fulfilled (depending upon your package).

**Domain and Hosting**

Domain and Hosting are provided free of cost with packages, where applicable.

All the email accounts assigned with the website packaged can be configured on third-party email software such as outlook.

If you wish to opt out of hosting the website with us, you will not be provided with email accounts.

**Delivery Policy**

All design order files are delivered to My Account as per the date specified on the “Order Confirmation”. An e-mail is also sent to inform the client about their design order delivery made to their specific account area. All policies pertaining to revision & refund are subject to date and time of design order delivered to client’s account area.

All design order files are delivered to “My Account” as per the date specified on the “Order Confirmation”. An e-mail is also sent to inform the client about their design order delivery made to their specific account area. All policies pertaining to revision & refund are subject to date and time of design order delivered to client’s account area.  
All customized design orders are delivered via email within 5 to 7 days after receipt of order.

**Record Maintenance**

We keep your final design archived after we deliver your final files. If you wish to receive the final files again, we can email that upon request.

**Customer Support**

We offer Online Customer Support to address your questions and queries.  
You can get in touch with us at any time and we promise a prompt reply.

**Correspondence Policy**

YOU concur that Design Pro Hub is not at risk for any correspondence from email address (es) other than the ones took after by our own particular area i.e. “..@Design Pro Hub.com” or/and any toll-free number that is not specified on our site. Design Pro Hub should not be considered in charge of any damage(s) brought about by such correspondence. We just assume the liability of any correspondence through email address (es) under our own space name or/and by means of toll-free number i.e., as of now specified on Design Pro Hub Website.

**Money Back Guarantee**

We are extremely confident of the work we do which is why we back it up with a money back guarantee. If we are unable to meet and beat your expectations, we will give you a refund.

**100% Unique Design Guarantee**

At Design Pro Hub we promise that all of our logos are produced from scratch. We will provide you with a logo that is proficient and in complete compliance with your design brief.