

Refund & Cancellation Policy

Last updated: September 2026

Introduction

Digital Graphix provides personalised creative and digital services. Because many products are designed specifically for an individual client or event, cancellation and refund requests are considered according to the stage of the project, work already completed and applicable South African consumer law.

1. Before Work Has Started

If a client cancels a project before any design, development or other project work has commenced, Digital Graphix will consider the refund of amounts paid, subject to any reasonable and lawful costs already incurred in connection with the order.

2. After Work Has Started

Once design, development, editing, setup or other project work has commenced, Digital Graphix may retain a reasonable amount relating to work already completed and costs already incurred, where permitted by applicable law. Any refundable balance will be determined according to the circumstances of the project and applicable consumer legislation.

3. Completed Personalised Work

Because personalised designs are created specifically for the client's event or requirements, a refund will generally not be available merely because the client changes their mind after the agreed service has been completed, subject always to rights provided by applicable South African law.

4. Errors or Problems With Our Service

If Digital Graphix has made an error in a delivered design or has failed to provide an agreed service, please contact us as soon as reasonably possible. Where appropriate, Digital Graphix will first be given a reasonable opportunity to correct the issue. This does not limit any rights available to a consumer under applicable law.

5. Client-Supplied Errors

Digital Graphix cannot be held responsible for incorrect information supplied or approved by the client. Clients are responsible for checking names, dates, times, venue details, spelling and other information before providing final approval.

6. Event Cancellation or Changes

If an event is cancelled, postponed or changed after work has commenced, please contact Digital Graphix as soon as possible. Where possible, we may assist with reasonable changes to dates or event information. Additional work may carry an additional fee where significant redesign or redevelopment is required.

7. Third-Party Costs

Amounts already paid to third-party providers specifically for a client's project may not be refundable where the third-party provider does not provide a refund. Examples may include domain registrations, premium licences or other services purchased specifically for the project.

8. Online and Consumer Rights

Nothing in this policy is intended to exclude, restrict or waive any right that a consumer has under the Consumer Protection Act, Electronic Communications and Transactions Act or other applicable South African legislation. Where legislation provides a consumer with a cancellation, cooling-off or refund right, that right will apply despite anything inconsistent in this policy.

9. How to Request a Cancellation or Refund

Cancellation and refund requests should be submitted in writing and include the client name, project or order details, date of payment and reason for the request.

Digital Graphix

Email: info@digitalgraphix.co.za

Telephone: 067 060 6425

Website: digitalgraphix.co.za