

Refund Policy

Last updated April 2025

At Celestial Pug LLC, we are committed to providing high-quality digital services including logo design, website creation and management, social media setup, brand strategy, and ongoing support.

Because our work is creative, time-intensive, and tailored specifically to each client, **all sales are final** once payment is received. By commissioning our services, you acknowledge and agree to the following:

- **No refunds** will be issued for completed work or services already in progress.
- **Deposits or partial payments** made to initiate a project are non-refundable, as they secure your spot and compensate for the time and planning invested.
- **Ongoing service arrangements** (e.g., royalties or monthly retainers) are bound by the terms specified in the individual agreement and may not be eligible for cancellation or refund unless otherwise stated in the signed contract.

We are happy to clarify or revise terms on a case-by-case basis prior to the start of any project. Each client agreement will outline payment expectations, deliverables, timelines, and ownership rights.

If you have any questions before entering into a contract or starting a project, please feel free to contact us at **celestialpugllc@gmail.com**.