

Return & Refund Policy

Our Return and Refund Policy was last updated on **24/03/2025**.

Thank you for shopping at **Designneko**.

The following terms are applicable for any products that you have purchased from us.

Eligibility for Refunds

We offer refunds under the following circumstances:

If the service is not delivered as promised due to an error on our end. If a technical issue caused by our platform prevents you from accessing the features you paid for, and the issue cannot be resolved within a reasonable timeframe. If you cancel your subscription within the refund period outlined below.

Refund Period

Refund requests must be made within **7** days of the payment date. Requests made after this period will not be eligible for a refund.

Non-Refundable Cases

Refunds will not be granted under the following conditions:

If you change your mind after purchasing a subscription or service. If you fail to use the service during the subscription period. If the issue is caused by third-party software or tools not affiliated with our platform.

Refund Process

To request a refund, please follow these steps:

Contact our support team at sonali@designneko.com. Provide your payment receipt, order ID, and a detailed explanation of the issue. Our team will review your request and respond within 3-5 business days. If your request is approved, the refund will be processed to your original payment method within 7-10 business days. This has been generated by dodopayments.com

Contact Us

If you have any questions about this Refund Policy or require assistance, please reach out to us:

Email: sonali@designneko.com