



Return Policy

☰ Description	How returns are handled for Grid's digital services
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Grid offers web design and Framer development services under a monthly membership model. Due to the nature of our work, all sales are final and non-refundable.

1. No Refunds

We do not offer refunds for any reason, including dissatisfaction with the design, partial use of the service, or changes in your business needs. All payments are final once a billing cycle begins.

2. Digital Nature of Services

Our work is custom, creative, and digital. Once delivered, it cannot be returned or revoked. This includes drafts, concepts, and final files.

3. Pausing Instead of Cancelling

If you're not ready to use your membership, you may pause it at any time. Paused time is credited to your account and can be used later — no days are lost.

4. Billing Responsibility

It's your responsibility to cancel or pause your membership before the next billing cycle. Forgetting to use the service does not qualify for a refund.

5. Questions?

If you have questions about how pausing works or need help managing your billing, contact us at info@gridconcept.co.