

Refund Policy - Gianni Creative Studio

Last Updated: 08/08/2025

This Refund Policy outlines how we handle cancellations, refunds and exceptional circumstances. By booking our services, you agree to these terms.

1. Deposits & Payments

Weddings (Photography & Videography)

- A 30% non-refundable deposit is required to secure your wedding date.
- This deposit covers our time, planning, communication and loss of other booking opportunities.
- The remaining 70% is due 3 weeks before the wedding day.

Other Services

- Photography & Videography (non-wedding): Full payment is due before the session.
- Graphic Design: Full payment is due before or during the project, depending on the agreement.

2. Photography & Videography Refunds

Before the Shoot

- **Weddings:** If you cancel, the 30% deposit is non-refundable. Any remaining amount already paid will be refunded minus any work already completed or expenses incurred.
- **Other Sessions:** If cancelled more than 7 days before the session, a cancellation fee may apply, and the remainder will be refunded. If cancelled within 7 days, the full amount may be forfeited.

After the Shoot

- Once final photos or videos have been delivered, no refunds will be issued.
- If you're unhappy with the final result, we welcome your feedback and will offer reasonable revisions or re-edits at our discretion, based on your concerns.

3. Graphic Design Refunds

Before or During the Project

- If you cancel before work begins, a full or partial refund may be issued depending on time already spent.
- If you cancel during the project, you'll be refunded for any work not yet completed.
- Completed work is non-refundable.

After Final Delivery

- Due to the custom nature of design, we do not offer refunds once final files have been delivered.
- However, we're happy to make reasonable revisions if you're not fully satisfied, provided it's within the originally agreed scope.

4. Damaged or Defective Work (Physical Products)

If you receive damaged prints or products, please contact us within 7 days of receiving them. We will either:

- Arrange a replacement, or
- Work with you on a fair resolution.

Please note: We are not responsible for printing errors by third-party printers outside of our control, unless arranged directly through us.

5. Exceptional Circumstances

We understand that life happens. If you experience an emergency (e.g. serious illness, family emergency), please contact us as soon as possible. While we cannot guarantee a refund, we may offer options such as:

- Rescheduling
- Credit toward a future session or project

These are handled on a case-by-case basis and at our discretion.

6. Refund Requests & Process

If you believe you qualify for a refund or alternative solution:

1. Contact us in writing (via email or WhatsApp)
2. Include your name, project type, booking date and the reason for your request
3. We'll review and respond within 5 business days

Email: shelby@giannicreative.com

WhatsApp: [072 775 2810](tel:0727752810) (Shelby) / [083 601 9330](tel:0836019330) (Josh)

7. Final Notes

- Refunds will only be made via EFT to the original payer.
- Refund decisions are made case-by-case, at our discretion and in line with South African consumer law.

8. Changes to This Policy

This policy may be updated occasionally. When we do, we'll revise the "Last Updated" date and notify you directly if any significant changes are made.

Agreement to Policies

By booking or working with Gianni Creative Studio, you agree to our [Terms & Conditions](#), [Privacy Policy](#), [Refund Policy](#) and [Intellectual Property Policy](#). If you have any questions or concerns, please reach out before confirming your booking/project.

Questions? Let's Chat

We're here for you! If anything is unclear or if you want to chat about the process, feel free to contact us:

Email: shelby@giannicreative.com

Phone/WhatsApp: [072 775 2810](tel:0727752810) (Shelby) / [083 601 9330](tel:0836019330) (Josh)

Thank you for choosing us, we can't wait to bring your vision to life!

—With Love, Gianni Creative Studio