



REFUND POLICY

Teddy Lennox Social

LAST UPDATED: MAY 2026

At Teddy Lennox Social, we take great pride in the quality of our digital products and services. Due to the nature of digital goods, we operate a case-by-case refund policy as set out below.

1. DIGITAL PRODUCTS

E.g Templates, PDFs, Canva Links, Downloads

Because digital products are delivered instantly and cannot be 'returned' once accessed or downloaded, we do not offer automatic refunds on digital purchases.

However, we understand that issues can arise, and we handle each situation fairly. We will consider a refund or exchange in the following circumstances:

- The product is significantly different from what was described or advertised. The download link or Canva link is broken and we are unable to resolve the issue within a reasonable timeframe.
- You were charged in error or there was a duplicate transaction.
- You contact us before accessing, downloading, or using the product.
- Refund requests will not be considered in the following circumstances:
 - You have already accessed, downloaded, or used the digital product.
 - You changed your mind after purchase.
 - You purchased the wrong product (please reach out before buying if you are unsure).
 - Technical issues related to your own device, software, or Canva account.

2. SERVICE BASED WORK

Please see individual terms of engagement:

Creative Services - Terms Of Engagement at www.teddylennox.com/creative-terms which covers:

- Branding
- Audits
- Web Design
- Content Days

Retainer Services - Terms Of Engagement www.teddylennox.com/retainer-terms which covers:

- Social Media Management
- Teddys Toolkit
- Teddy Lennox Social Club

3. HOW TO REQUEST A REFUND

To request a refund or raise a concern, please contact us with the following information:

- Your full name and email address used at checkout.
- Your order number or proof of purchase.
- A clear description of the issue and what outcome you are requesting.

We aim to respond to all refund requests within 3–5 business days. If approved, refunds will be issued to the original payment method and may take 5–10 business days to appear, depending on your bank or payment provider.

4. CHARGEBACKS

If you initiate a chargeback without first contacting us to resolve the issue, we reserve the right to dispute the claim and provide evidence of product delivery. We ask that you reach out to us first, we are always happy to work towards a fair resolution.

5. CHANGES TO THIS POLICY

We review this policy periodically. The current version will always be at www.teddylennox.com/refund-policy. The date at the top of this document shows when it was last updated.

For questions: info@teddylennox.com | www.teddylennox.com

© 2026 Teddy Lennox Social. All rights reserved.