

Refund & Return Policy

Refund, cancellation and digital-product delivery rules for TemplateStudio purchases.

Last updated: 27 September 2026

1. Overview

TemplateStudio sells downloadable digital products. Because these products are supplied electronically and can usually be accessed immediately after purchase, refunds and withdrawal rights differ from those that apply to physical goods.

This policy explains when a refund may or may not be available. It does not limit any mandatory rights you have under applicable consumer law.

TemplateStudio

Kaunas, Lithuania

info@templatestudio.lt

<https://templatestudio.lt>

2. No physical returns

TemplateStudio products are digital. There is no physical item to ship back, so a traditional product return is not applicable.

3. EU/EEA right of withdrawal

EU/EEA consumers normally have a 14-day withdrawal period for many distance contracts. Digital content supplied without a physical medium is subject to specific rules.

If you expressly request immediate delivery and acknowledge that the statutory right of withdrawal is lost once supply begins, the withdrawal right may end when the download, access or supply of the digital product starts, as permitted by applicable law.

Where this rule applies, TemplateStudio should collect the required express consent and acknowledgement at checkout before immediate digital delivery begins.

4. When a refund may be available

A refund may be considered where applicable law requires it or where there is a genuine problem with the purchased digital product that we cannot reasonably resolve.

- You were charged more than once for the same order because of a payment or technical error.
- You paid successfully but the purchased files cannot be supplied and we are unable to provide them within a reasonable time.
- The digital product is materially different from the description presented at the time of purchase.
- The supplied files are defective or corrupted and we cannot provide a working replacement.
- A refund is otherwise required by applicable consumer law.

5. When a refund will normally not be available

Subject to mandatory consumer rights, a refund will normally not be provided for the following reasons:

- You changed your mind after the digital product was supplied and the applicable withdrawal right has lawfully ended.
- You purchased the wrong product without checking its description or stated requirements.
- You do not have the required software, plugin, hosting plan or compatible environment.
- You expected a third-party premium licence, plugin, font, photograph or other asset that was not listed as included.
- You no longer need the product or project.
- You lack the technical knowledge to use the product where the required skills or software were reasonably described.
- You modified the files or website in a way that caused the issue.
- The problem is caused by unsupported third-party software, hosting, custom code or another service outside TemplateStudio control.
- You purchased the same product previously and made a duplicate purchase that was not caused by our checkout system, unless applicable law requires otherwise.

6. Faulty or non-conforming digital content

Your mandatory rights concerning faulty or non-conforming digital content are not excluded by this policy.

If a product is not functioning as reasonably described, contact us with sufficient information to investigate. Depending on the circumstances, we may provide corrected files, a replacement, technical guidance, a price reduction or a refund where required by law.

7. How to request a refund

Send your request to info@templatestudio.lt. To help us review the request efficiently, include the following information:

- Your full name.
- Order number.
- Email address used during checkout.

- Name of the product.
- Date of purchase.
- A clear explanation of the issue.
- Screenshots or error messages where relevant.

8. Review of refund requests

We may ask for additional information where reasonably necessary to confirm the purchase or diagnose a product issue.

Where a technical problem can reasonably be corrected, we may first offer updated files, a replacement download or support. This does not affect a remedy that must be provided under applicable law.

9. Approved refunds

If a refund is approved, it will normally be issued to the original payment method. Processing times depend on the payment provider and your bank or card issuer.

We are not responsible for additional processing time imposed by a payment provider after the refund has been submitted.

10. Duplicate charges

If you believe you were charged twice for the same order because of a payment error, contact info@templatestudio.lt with the order details. Verified duplicate charges caused by the transaction process will be corrected or refunded as appropriate.

11. Download and access problems

A temporary download-link or access problem does not automatically mean the product is defective. Please contact us first so that we can restore access or provide an alternative delivery method where appropriate.

12. Product compatibility

Before purchasing, please check all requirements shown on the product page. A product is not considered defective merely because it is incompatible with software, plugins, themes or hosting environments that were not stated as supported.

13. Customisation and services

Standard digital product purchases do not include customisation, installation, website development or other professional services unless explicitly stated. Separate service agreements, where offered, may have their own cancellation and refund terms.

14. Chargebacks and payment disputes

If you have a problem with an order, please contact us before initiating a payment dispute so we have an opportunity to investigate and resolve the issue.

Nothing in this section prevents you from exercising rights available through your bank, payment provider or applicable law.

15. Policy changes

We may update this Refund & Return Policy when our products, checkout process or legal obligations change. The version applicable to your purchase will be interpreted together with mandatory consumer law.

16. Contact

For refund, delivery or order-support questions, contact info@templatestudio.lt.

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