

BonGoods Refund & Revision Policy

Effective Date: 11/11/2025

At BonGoods, Inc., we are committed to delivering high-quality digital interior design services tailored to each client's vision and space. Because every project is customized, we maintain the following refund and revision policies:

1. Refund Policy

1.1 Before Design Work Begins

Clients may request a refund within 24 hours of purchase if design work has not yet started.

To request a refund, please email support@bongoods.com with your order number and project details.

1.2 After Design Work Begins

Once a designer has started your project or began developing concepts, all sales are final.

Refunds cannot be issued after work has commenced, as time, creative labor, and design assets are immediately invested in each project.

1.3 Duplicate Payments or Billing Errors

If a duplicate payment or technical billing error occurs, BonGoods will promptly review and issue a refund or credit within 5–10 business days once verified.

2. Revision Policy

2.1 Included Revisions

Each BonGoods design package includes a set number of revisions:

Single-Room Packages: up to 2 minor revisions

Full-Home or Commercial Packages: up to 3 minor revisions

Minor revisions include color adjustments, layout tweaks, or small product substitutions.

2.2 Additional Revisions

Major changes (such as new layouts, room redesigns, or additional spaces) are not included and may incur an additional fee as outlined in your proposal or invoice.

Clients may purchase additional revision rounds upon request.

3. Project Timelines

Timely feedback ensures smooth progress. If BonGoods does not receive Client feedback within 10 business days of a design delivery, the project may be marked as complete.

Extensions can be requested prior to that date to keep the project active.

4. Non-Refundable Services

The following are non-refundable under all circumstances:

Digital design deliverables already provided (renderings, product lists, or concept boards)

Consultation calls, concept sessions, or mood board reviews

Services or add-ons completed by third-party contractors or vendors

5. Product Purchases from Third Parties

BonGoods provides product recommendations through affiliate and third-party vendors.

All purchases made outside of BonGoods.com are subject to those vendors' own return and refund policies.

BonGoods is not responsible for product pricing, stock availability, shipping, or returns.

6. Contact

For refund or revision inquiries, please contact:

BonGoods, Inc.

Email: info@bongoods.com

Website: <https://bongoods.com>

This part is short version for Q&A

Refunds & Revisions — At a Glance

Before Design Starts:

You can cancel within 24 hours of purchase for a full refund, as long as no design work has begun.

Email info@bongoods.com

with your order number.

After Design Starts:

Once your designer begins creating concepts or renderings, all sales are final since each project is customized and digital.

Billing Errors:

Duplicate or mistaken payments are refunded or credited within 5–10 business days after verification.

Included Revisions:

Single-room package → 2 minor revisions

Full-home / commercial → 3 minor revisions

(Minor = small color or layout adjustments. Major redesigns may require an added fee.)

Third-Party Products:

Furniture or décor purchased via links or affiliates follow the vendor's own return policy.

BonGoods does not handle returns, shipping, or warranties.

Need Help?

 Email info@bongoods.com

— we'll review your case within 1–2 business days.