

# Return & Refund Policy

At **Elegant Creations**, we put our heart into creating personalized digital artworks that reflect your vision. Because every piece we design—whether it's a caricature, watercolor portrait, vector illustration, or motion art—is custom-made, we want to make sure you are fully satisfied before the final delivery.

## Our Process

1. **Design Creation** – Once your order is placed, our team begins working on your custom design.
2. **Preview & Approval** – We send you a preview of the artwork so you can review it.
3. **Revisions** – If you would like any adjustments or changes, we gladly make revisions until you are happy with the result.
4. **Final Approval** – The product is not delivered or dispatched until you confirm that the design is exactly as you want it.

## Return & Refund Conditions

- Because our products are **custom and made-to-order**, we **do not accept returns, exchanges, or refunds once the final design has been approved by you.**
- Approval means you have reviewed the design and confirmed it is ready for delivery. After this stage, no further modifications, cancellations, or refunds will be possible.
- In the rare case of a technical issue with file delivery (e.g., wrong format, file not opening), we will resend the corrected files at no extra cost.

## **Our Commitment to You**

We understand how important your custom artwork is, which is why we keep you involved throughout the design process. By reviewing and approving your order before final delivery, you can be confident that the finished piece will match your expectations. Our goal is to ensure every customer leaves with a design they truly love.

For any questions about this policy or support with your order, you can always reach us through our **Contact Us** page or email at [shopelegantcreatives@gmail.com](mailto:shopelegantcreatives@gmail.com).