

Terms & Conditions

Welcome to **Elegant Creations**. By placing an order with us or using our website, you agree to the following Terms and Conditions. Please read them carefully before making a purchase.

1. General Information

- Elegant Creations specializes in custom digital artwork including watercolor portraits, caricatures, vector illustrations, and motion-style designs of humans, pets, and vehicles.
 - These Terms & Conditions apply to all purchases made through our website, Etsy shop, or any other sales channel we use.
 - By using our services, you confirm that you are at least 18 years old or have the consent of a parent/guardian.
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2. Ordering Process

- Orders can be placed through our official website or Etsy shop.
 - Customers are responsible for providing accurate information, including names, photos, email addresses, and any custom requests.
 - Once the order is placed, we begin the design process based on the details provided.
 - Any errors or missing information at the time of order placement may delay delivery.
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3. Customization & Artwork Creation

- All artworks are custom-made according to the customer's instructions and reference photos.
 - Customers will receive a **preview** of the artwork before final delivery.
 - Revisions can be requested at this stage, and we will make reasonable changes until the customer is satisfied.
 - Once the final design is **approved by the customer**, no further edits, modifications, or cancellations can be made.
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4. Delivery of Products

- Digital artworks are delivered via **email or download link** in high-resolution JPEG/PNG formats. Other formats (PDF, vector files, etc.) can be provided upon request.
 - Print versions (if ordered) will be shipped to the customer's provided address. Shipping costs and times may vary depending on location.
 - Elegant Creations is not responsible for delays caused by postal or courier services.
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5. Returns, Refunds & Exchanges

- Since our products are **personalized digital artworks**, all sales are final once the customer has approved the final design.
- **Refunds, returns, or exchanges are not accepted after approval.**
- If there is a technical issue with file delivery (e.g., corrupted file, wrong format), we will resend the corrected files free of charge.

- Print orders cannot be refunded or returned unless damaged in transit, in which case we will work with you to resolve the issue.
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6. Intellectual Property & Usage Rights

- All artworks created by Elegant Creations remain the **intellectual property** of Elegant Creations unless otherwise agreed.
- Customers are granted a **personal-use license** to use, share, and print their purchased artworks.
- Commercial use (such as using the artwork for resale, merchandise, branding, or marketing) requires prior written permission and may involve additional licensing fees.
- Elegant Creations reserves the right to showcase completed artworks in our portfolio, website, or social media for promotional purposes. If you prefer your artwork to remain private, please notify us in writing at the time of order.

7. Photo Submission & Privacy

- Customers must have the legal right to use and share any photos submitted for artwork creation.
- By submitting photos, you grant Elegant Creations permission to use them solely for the purpose of creating your artwork.
- All photos and personal information are kept confidential and will never be shared with third parties without your consent.

8. Payment & Pricing

- All prices are listed in the relevant currency depending on the sales platform.

- We accept payments via credit/debit cards, PayPal, and Etsy Payments (if ordering through Etsy).
- Full payment must be made before artwork creation begins.
- Elegant Creations reserves the right to change prices at any time, but confirmed orders will not be affected.

9. Cancellations

- Orders can be canceled only if **work has not yet begun**.
- Once a preview has been created and shared with the customer, cancellations are no longer possible.

10. Limitation of Liability

- Elegant Creations is not liable for any damages resulting from the misuse of digital files, printing errors by third-party services, or delays caused by external factors (e.g., shipping services).
- Our responsibility is limited to delivering the digital or print product as described in the order.

11. Governing Law

- These Terms & Conditions are governed by the laws of Pakistan (where Elegant Creations is registered and operated).
- Any disputes shall be resolved under the jurisdiction of local courts.

12. Updates to Terms & Conditions

- Elegant Creations reserves the right to update or modify these Terms & Conditions at any time.

- Any changes will be posted on our website, and continued use of our services after changes implies agreement.

13. Contact Information

For questions, order support, or concerns regarding these Terms & Conditions, you can contact us at:

shopelegantcreatives@gmail.com