



Return & Refund Policy

Effective Date: [02/02/2025]

At Dot Pictures, we strive to create personalized products with care and precision to meet your unique needs. Due to the nature of our business, our return and replacement policy is designed to ensure customer satisfaction while protecting the custom work we create.

1. Conditions for Returns

We accept returns only under the following conditions:

- The product received is **damaged or defective** upon delivery.
- The product received is **not the item you ordered**.
- The product does not meet the agreed customization request due to an error on our side.

To request a return, please contact us within **48 hours** of receiving your order via WhatsApp or email with your order number and clear photos of the product showing the issue.

2. Replacement Process

If your return request is approved:

- You will be offered a **replacement product** with the correct customization.
- The replacement will be processed and shipped at no additional cost to you.
- Shipping fees are **non-refundable**, except in cases where the error was on our side.

3. Refund Policy

Refunds will only be issued in **exceptional cases** where a replacement is not possible due to:

- Product discontinuation by our supplier.
- Product damage during production.
- Order cancellation within **24 hours** of placing the order (before production starts).

All refunds will be processed back to the original payment method within **7-10 business days**.

4. Personalized Items Non-Refundable



Due to the customized nature of our products, **personalized items are strictly non-refundable** unless the product is damaged or the customization does not match the details submitted by the customer.

Our goal is to ensure that every customer is happy with their unique product. We appreciate your understanding and support as we continue to create special products made with love and dedication.

5. Payments

- We are committed to providing secure online payment facilities. All transactions are encrypted using appropriate encryption technology.
- Payment may be made for Goods via the following methods (depending on its availability and/or your eligibility to use such a method) –
 - Debit card; where payment is made by debit card, we may require additional information in order to authorize and/or verify the validity of payment. In such cases we are entitled to withhold delivery until such time as the additional information is received by us and authorization is obtained by us for the amounts. If we do not receive authorization your order for the Goods will be cancelled. You warrant that you are fully authorized to use the debit card supplied for purposes of paying the Goods. You also warrant that your debit card has sufficient available funds to cover all the costs incurred as a result of the services used on the Website;
 - Credit card: where payment is made by credit card, we may require additional information in order to authorize and/or verify the validity of payment. In such cases we are entitled to withhold delivery until such time as the additional information is received by us and authorization is obtained by us for the amounts. If we do not receive authorization your order for the Goods will be cancelled. You warrant that you are fully authorized to use the credit card supplied for purposes of paying the Goods. You also warrant that your credit card has sufficient available funds to cover all the costs incurred as a result of the services used on the Website;
 - Direct bank deposit or electronic funds transfer: if you pay via direct bank deposit or electronic funds transfer, payment must be made within 5 (five) days of placing your order. Dot Pictures will not accept your order if payment has not been received;
 - Instant EFT

If you have any questions regarding our return and replacement policy, please feel free to contact us.

Thank you for choosing Dot Pictures!