

DOVAHKIIRA'S SHOP — RETURN/REFUND POLICY

Sticker Orders:

I, Dovahkiira, of Dovahkiira's Shop, take pride in the quality of my stickers and want you to be completely satisfied with your purchase. If for any reason you are not happy with your order, I offer the following options for returns and refunds:

Returns:

- If your stickers arrive damaged or defective, please contact us within 14 days of receiving your order to request a return or exchange.
- If you receive the wrong item or a different design than what you ordered, please contact us within 14 days of receiving your order to request a return or exchange.
- For any other reason, I offer returns on unused and unopened items within 14 days of receipt. Shipping charges are not refundable and you are responsible for the cost of return shipping.

Refunds:

- Refunds will be processed within 7-14 business days after I receive the returned item.
- If the item was damaged or defective, I will issue a full refund, including the cost of shipping.
- If you are returning an item for any other reason, I will issue a refund for the cost of the item only (excluding shipping costs).
- I reserve the right to refuse refunds or returns for items that have been used or damaged after they were received.

Please note that all custom orders are final sale and cannot be returned or refunded.

Digital Downloads:

I, Dovahkiira, of Dovahkiira's Shop, want you to be completely satisfied with your purchase. However, since digital products cannot be physically returned, I have the following policies in place for returns and refunds:

Returns:

- Due to the nature of digital products, I do not accept returns or exchanges once the file has been downloaded. If you have any issues with your download, please contact me and I will do my best to assist you.

Refunds:

- If you experience technical issues with your download that prevent you from accessing or using the product, please contact us within 14 days of your purchase and I will do my best to resolve the issue or provide a refund.
- If you mistakenly purchase the same digital product twice, please contact us and I will provide a refund for the duplicate purchase.

- Refunds will be processed within 7-14 business days after I verify the issue and confirm that the purchase was made within the past 7 days.
- I reserve the right to refuse refunds for purchases made more than 7 days prior, or for issues that are outside of our control (such as internet connectivity issues or device compatibility issues).

Please note that all digital products are for personal use only and cannot be resold, redistributed, or used for commercial purposes.

If you have any questions about my return/refund policies, please don't hesitate to contact me using the form on my website.