

Last updated on March 5, 2022

SHIPPING

Processing time

The time I need to create custom artwork varies. Depending on how many clients I'm already working with at time of your order and details of your illustration, I could finish in 2-5 days or 2-4 weeks or 1-2 months. You will know from the start and receive photos of the 1st, final drafts, and edits via email.

Customs and import taxes

Buyers are responsible for any customs and import taxes that may apply. I'm not responsible for delays due to customs. PLEASE check your Tracking Number to be aware of when you'll be receiving your item(s) and check with your local post office if Tracking information says "Attempted Delivery Abroad"

DIGITAL DOWNLOADS

File delivery

Your files will be available to download on Thank You Page and/or Confirmation Email once payment is confirmed. For custom artwork, you'll receive your files in a Dropbox folder via email.

PAYMENT OPTIONS

Secure options

Visa, Credit, Paypal, and other forms of payment are accepted as displayed on checkout page. www.velvetkat.com was created with Wix, and Wix keeps your payment information secure. I never receive your credit card information.

RETURNS & EXCHANGES

I accept cancellations for custom items as stated below

Full refund if you cancel within 24hrs and I haven't sent you the sketch photo. If you'd like to cancel after I send you the sketch, only 50% refund. Once I start adding color, no refunds, no exceptions.

No cancellations/refunds/exchanges on Prints

If order arrives damaged or doesn't arrive at all, send photos asap, so we can talk about a potential replacement/reinbursement. Buyers are responsible for return shipping costs.