

Terms and Policies

Copyright @[Engravalbe Arts, August 2024

Any illegal reproduction of this content will result in immediate legal action.

Digital files/designs may NOT be sold, given away, traded, shared, etc., for any reason.

When posting design images on the internet, Engravalbe Arts copyright information must remain on the design image. Your finished/completed paint a quilt block projects can be sold or given away as gifts.

All terms/policies and copyright laws apply to the purchase of the Engravalbe Arts design collection, as well as purchases of single designs, kits, digital designs, website design, pictures and videos.

Policy changes:

Policies may be revised at any time. By purchasing designs/merchandise from Engravalbe Arts website, you are agreeing to our policies.

I take pride and put in many hours to create my engraving and quilt designs. My goal is to offer a quality product to each customer. Each design is quality checked prior to being available for purchase.

Currently, there are no authorized dealers selling Engravalbe Arts designs. If you purchase these designs through someone other than Engravalbe Arts, you are in violation of copyright laws. If you see someone other than Engravalbe Arts directly selling our designs, files or having copied and digitized the files under their name, please report this immediately to Engravalbe Arts with as much information as you can.

Terms of Sale:

Orders for downloadable/digital files are not refundable or exchangeable. If you do not own an embroidery machine that uses the format types we offer, please do not purchase our designs

Overview

Our refund and return policy last 30 days. If 30 days has passed since your purchase, we can't offer you a full refund or exchange. This does not apply **to lost/missing shipments**: please see Lost Shipment information below.

To be eligible for a return, your item(s) must be in the same condition that you received it.

Additional non-refundable items:

- Gift Cards
- Downloadable/Digital Products

To complete your return, we require a receipt or proof of purchase and a return authorization number. Returned items without this information will not be accepted.

Lost Missing/Shipment: We provide tracking information for orders that require it. Should your item/package not arrive and or gets lost in shipment, please follow these instructions before contacting us.

- If the package/shipment shows delivered to your address, then check with your neighbors and see if the package was delivered to them by accident.
- Contact the carrier (USPS, FedEx, UPS)
- Notify the carrier that the shipment has not arrived by the delivery date.
- Provide them with the tracking information we provided you with at time of shipment.
- Each carrier may have their own internal policy on how to report lost items.
- Please follow their policy.
- Each carrier should be able to provide you with delivery/location tracker/information.
- File a claim with the prospective carrier.
- Notify us with the carrier claim information, claim numbers, dates, Etc. once all the above procedures have been followed.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

If you've done all this and you still have not received your refund yet, please contact us at: support@engrivablearts.com

Sale Items

Only regular priced items may be refunded. Sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at: support@engrivablearts.com and return your item to:

Engrivable Arts

C/O Bryon Hunter

221 E. Vaughan St.

Kansas, OK 74347

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

Shipping Returns

To return your product, you should mail your product to:

Engravable Arts

C/O Bryon Hunter

221 E. Vaughan St.

Kansas, OK 74347

You will be responsible for paying return shipping costs. Shipping costs are non-refundable. If you receive a refund, the cost of the return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item without one.