

TERMS AND CONDITIONS

General Terms and Conditions

1. Acceptance of Terms

By accessing and using ilocto Art and Design Company's website, products, or services, you agree to be bound by these terms and policies. If you do not agree with any part of these terms, please do not proceed with using our services.

2. Intellectual Property Rights

All content, designs, artwork, logos, trademarks, and other intellectual property displayed on ilocto Art and Design Company's website or provided through our services are the property of ilocto or its respective owners. You may not use, reproduce, modify, distribute, or display any of our intellectual property without our prior written consent.

3. Artwork Usage and Licensing

a. Artwork Usage: All artwork created by ilocto Art and Design Company is subject to the terms of use specified upon purchase. The usage rights granted to you will depend on the type of license you have acquired (e.g., personal use, commercial use). Any usage beyond the scope of the license is strictly prohibited.

b. Licensing Terms: Our licensing terms may vary depending on the artwork or design. You are responsible for reviewing and adhering to the specific licensing terms associated with each product you purchase.

4. Quotations and Payments:

a. All quotations provided by ilocto are valid for the specified period stated in the quotation.

b. Payments must be made in the currency specified in the quotation unless agreed otherwise.

c. Payment terms will be outlined in the quotation or invoice provided by ilocto. Failure to adhere to these terms may result in suspension of services or additional fees.

4.1 Money Back Guarantee:

4.1.1 Client's Right to Request Refund:

The Company is committed to providing high-quality artistic services and ensuring the Client's satisfaction with the final artwork. In the event that the Client is not satisfied with the delivered

artwork and believes that the Company has not met the agreed-upon project objectives, the Client may request a refund within 3 days from the final delivery date.

4.1.2 Refund Eligibility:

To be eligible for a refund, the Client must meet the following conditions:

- a) The Client must have adhered to all payment terms outlined in this Agreement, including the payment of the upfront deposit and milestone payments, if applicable.
- b) The Client must provide a written explanation outlining the reasons for the dissatisfaction and specific areas where the Company's work did not meet the project objectives.
- c) The Client must allow the Company a reasonable opportunity to address the issues raised and attempt to rectify any deficiencies before proceeding with the refund request.

4.1.3 Refund Amount:

If the Company determines that the Client's request for a refund is valid, the Company shall refund 20% of the total project cost. The Company will retain 80% of the total project cost to cover the time, effort, and resources invested in the project up to that point.

4.1.4 Refund Process:

Upon receiving a valid refund request from the Client, the Company will process the refund within 30 days. The refund amount will be issued using the same payment method used for the original transaction unless otherwise mutually agreed upon by both parties.

4.1.5 Limitations:

The money-back guarantee shall not apply in the following circumstances:

- a) The Client fails to request a refund within the specified timeframe.
- b) The dissatisfaction is due to changes requested by the Client that were not part of the original project scope.
- c) The dissatisfaction is based on matters beyond the Company's control, such as changes in personal preferences or market trends.

4.1.6 Finality of Refund Decision:

The Company's decision regarding the refund request shall be final and binding on both parties.

5. Refunds and Cancellations

- a. Refunds: Refund eligibility will be determined based on the specific circumstances and our refund policy in place at the time of purchase. We may offer refunds for certain products within a specified period, subject to any applicable terms and conditions.

b. Cancellations: Cancellation policies may vary depending on the product or service. You are advised to review the cancellation policy associated with the product or service you wish to cancel.

6. Privacy Policy

a. Personal Information: We respect your privacy and handle your personal information in accordance with our Privacy Policy. By using our website and services, you consent to the collection, use, and disclosure of your personal information as described in the Privacy Policy.

b. Cookies and Tracking: Our website may use cookies and other tracking technologies to enhance your browsing experience and improve our services. By using our website, you consent to the use of cookies and tracking technologies as described in our Cookie Policy.

7. Limitation of Liability

ilocto Art and Design Company shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the use of our products or services. We shall not be responsible for any damages, losses, or liabilities caused by third-party services or products.

8. Modifications to Terms and Policies

ilocto Art and Design Company reserves the right to modify or update these terms and policies at any time without prior notice. Changes will be effective immediately upon posting on our website. It is your responsibility to review these terms periodically for any updates.

9. Governing Law

These terms and policies shall be governed by and construed in accordance with the laws of Poland.

If you have any questions or concerns about our terms and policies, please feel free to contact us at info@ilocto.com

Thank you for choosing ilocto Art and Design Company. We hope you enjoy our products and services!

By using this website or purchasing our products, you acknowledge that you have read, understood, and agreed to the terms and policies outlined above.

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