

# FREQUENTLY ASKED QUESTIONS

## **What are my international shipping options?**

See below for a summary of delivery options and time for our international orders. Free shipping for any orders \$99US and above and delivery time is 2-3 weeks.

## **How will I know the cost of my order?**

Just add items to your shopping cart. It will display total cost for the order, including tax and other chargers. If you want to change the order, simply press 'cancel and return to I Draw Your Photo'' link and keep adding whatever items you want. If you want to delete your items in the cart and add from the beginning, simply remove the individual items and press 'continue shopping'.

## **Are there any hidden costs for my order?**

No. Apart from tax, and shipping chargers (international or local), There won't be any other additional chargers. At the moment I won't add any tax to your bill and free shipping for any orders \$99US and above.

## **What payment options does support?**

Currently, my shopping cart supports Visa, MasterCard, PayPal, Discover and American Express. Additional payment options are coming soon. You don't need to have a paypal account to pay with your credit or debit card. It is important that you pay the total amount due in full, the time you send me the photo. In that way I know that you are a genuine customer.

## **Is it safe to pay online?**

Of course.... My website is virus and malware protected (SiteLock®). So you can shop online without any problem.

## **How does online review works?**

We will email your artwork to you with a watermark for your approval. You can then email us your decision.

## **What is your satisfaction guarantee policy?**

I will draw your photo as per your requirements and you will receive a copy of the image via email for you to review. In that way, if you are not happy about the drawing, you can ask me to redraw or retouch the image. If you are not completely happy for the drawing, I will refund your money. I assure that, I will draw your photo to the highest quality to near perfection.

## **How does 100% money back guarantee works?**

If you are not happy with the art work, please email/call us within 7 days of the receipt of your art work with the reason to return. You need to send us the original artwork back to us and I will fully refund you after receiving the artwork, the same way you paid for the service (Shipping charges do not apply and

cannot be refunded). Usually the whole process takes not more than 30 days, if you return the original artwork on time. We will deny your refund if you have an excessive refund history.

**When am I billed?**

Your credit card will be billed the time you pay for your drawing. An invoice will be delivered to your email just after the payment completed.

**What will my credit card statement say?**

Your credit card bill says – order from I draw your photo. Any questions can be forwarded to [admin@idrawyourphoto.com](mailto:admin@idrawyourphoto.com)

**What are the duty and taxes on international orders?**

Duty is set by the destination country customs authorities. Also based on country of origin (manufacturing) of the goods being purchased. Value Added Tax (VAT) rates are set by the destination country.

**Can you ship to a P.O. Box address?**

We don't ship items to a P.O. Box addresses.

**How can I track my international order?**

You can track the progress of your international package(s) at <https://tools.usps.com/go/TrackConfirmAction!input.action>

**Whom should I contact if I have questions relating to my order after I have made a purchase?**

Please contact me at [admin@idrawyourphoto.com](mailto:admin@idrawyourphoto.com) or phone +1 864 207 2354 and I will gladly assist you with any questions relating to your local/ international order.

**What happens if my artwork damaged during shipping.**

Please call me if your artwork is damaged during shipping. Email the photos of your artwork and the packaging showing the damage. So that I can claim it from the carrier. Don't return the artwork as I don't require, if it is damaged.

**And if I'm extremely happy with the drawing?**

Please share my information with your family, friends and colleagues. We appreciate if you like/share my site with facebook and other social media.

**How does 'Send A Gift' works?**

Email the photo you want me to draw with the mailing address. (It is important to pay the amount in full at the same time). Once I finished the drawing, I will send a proof to you via email for your approval. Once you approved, I will gift wrap it for free and send it to your address provided. You can email us a greeting and I will enclose it along with the drawing.

**Your Privacy**

I valued your privacy. I don't publish or display any of your photos, without your approval. The information you provided during the payment used only to complete the payment. I don't share your information with a third party by any means. We use your email address only to communicate with you. Protecting the privacy of our children is very important. I would love to display any drawings done by me in my website, but with your permission. Also, it is important to know that, there are no adult materials in my website which attract young children. If you have any concerns, please email to [admin@idrawyourphoto.com](mailto:admin@idrawyourphoto.com).