

## Refund Policy

**1. Refund Requests** We at Yedidya Falkson Art are committed to providing a satisfying shopping experience for our customers. If you are not entirely satisfied with your purchase, we are here to help.

### 2. Eligibility for Refunds

- You may request a refund within 3 days of receiving your product.
- To be eligible for a refund, the item must be in its original condition, unopened, and unused.
- Items that are personalized, customized, or made-to-order are not eligible for refunds unless they arrive damaged or defective.
- Digital products and gift cards are non-refundable.

**3. How to Request a Refund** To request a refund, please contact our customer support team at [yedidyafalkson@gmail.com](mailto:yedidyafalkson@gmail.com) with the following information:

- Your order number
- A detailed explanation of the reason for your refund request
- Clear photographs or videos showcasing the issue if the item arrived damaged or defective

### 4. Refund Processing

- Once we receive your refund request, we will review it and notify you within 8 business days about the status of your refund.
- If your request is approved, we will initiate a refund to your original payment method.
- Please allow 5 business days for the refund to be processed and reflected in your account, depending on your payment provider.

### 5. Shipping Costs

- Shipping costs are non-refundable, and you are responsible for the return shipping fees unless the item arrived damaged or defective.

**6. Damaged or Defective Items** If your item arrives damaged or defective, please contact us within 3 days of receiving it, and we will provide instructions on how to return the item or arrange for a replacement.

## Terms and Conditions

**1. Acceptance of Terms** By accessing and using Yedidyafalkson.com, you agree to abide by these terms and conditions. If you do not agree with any part of these terms, please do not use our services.

**2. Privacy Policy** Please review our Privacy Policy to understand how we collect, use, and protect your personal information.

### 3. Product Information

- We strive to provide accurate and up-to-date product information, but we do not warrant the accuracy, completeness, or reliability of any product descriptions or images on our website.
- Prices are subject to change without notice, and we reserve the right to modify or discontinue any product at any time.

### 4. Payment

- We accept various payment methods for your convenience. All transactions are processed securely.
- You agree to provide accurate billing and contact information.
- In the event of a payment dispute or chargeback, you agree to cooperate with our investigation.

**5. Intellectual Property** All content on our website, including but not limited to text, images, logos, and trademarks, is the property of Yedidya Falkson. You may not use, reproduce, or distribute our content without our written consent.

**6. Governing Law** These terms and conditions are governed by and construed in accordance with the laws of Johannesburg high court. Any disputes arising from your use of our services shall be resolved in the courts of Johannesburg high court.

**7. Contact Information** If you have any questions or concerns about our refund policy or terms and conditions, please contact us at [yedidyafalkson@gmail.com](mailto:yedidyafalkson@gmail.com).