



TERMS AND CONDITIONS

Effective date: May 30, 2019. **Newest changes highlighted.**

Pokidots LLC ("I", "my", "me", "us", "we", or "our") operates the Pokidots! website.

The Pokidots! website is located at the following link: www.pokidots.com

This page informs you of our terms regarding the services provided and the products sold at Pokidots!, via the website or at other online or physical locations, such as markets and local shops.

Please note that in the event of Oprah mentioning Pokidots!, or Pokidots! being featured by a celebrity or a media outlet with a similar influence, the following Terms and Conditions will be put on hold and will be revised accordingly. The same applies in the unlikely event of a natural disaster in Pokidots! area or any significant political or economical crisis. Thank you for your support and your patience should these events occur.

Product

Pokidots! artist and owner, Louma El-Khoury, is the original creator and designer of the custom keepsakes, made with outgrown baby clothes or other items (and bridal and special occasion fabrics).

The images shown on the website are samples of custom keepsakes created by Pokidots!, displayed alongside photos of the children wearing the original items of clothing. These images serve as examples of custom keepsakes created for Pokidots! clients. The custom keepsakes sold on the Pokidots! website are all made to order: **this is why it is not possible to view a photo of your own custom keepsake before purchasing.**

Ordering and final product

Ordering

Ordering can be done online, at www.pokidots.com/shop or on www.etsy.com/shop/pokidots. Keepsakes are also available to purchase occasionally at local markets and coffee shops in the Greater Seattle area. These availabilities are posted on Instagram at www.instagram.com/pokidots

To order via Pokidots! website, refer to the frequently asked questions page at www.pokidots.com/faq

Preview your choices in [the personalization gallery](#), and make your selections when you check out.

The images shown on the website are only samples of custom keepsakes created by Pokidots!, displayed alongside photos of the children wearing the original items of clothing, for marketing purposes. Unless stated otherwise, the keepsakes shown in the images on the website are not available for purchase.

The props and decorations used in some of the photos are not included in your purchase.

Final product

The final product received is a printed artwork on archival fine art paper, using high-quality inks. The artwork is finished with the special fabric that you send me. The final piece comes in a 12 x 16 inch frame, included with an acid-free off-white window mat.

The frame may vary from that shown in the photo while you are making your purchase. Please refer to the personalization gallery to view the frames available at the time you purchase.

Frames styles may change or become unavailable at any time without prior notice. If you ordered a frame that becomes unavailable, I will contact you with other options.

Refer to the [FAQ page](#) for information on the frames.

No copyright watermark will appear on the final artwork.

The final artwork will be hand signed by the artist, and will have a note on the back of the frame that includes the date and the city the keepsake was created in.

Custom orders not in the shop

If you have an idea and would like a specific keepsake to be created for you, tailored to your family, please email me at pokidots@outlook.com. I am open to suggestions and would love to create something that fits your exact situation. I reserve the right to accept working with you on your idea or excuse myself if it does not align with my work or the Pokidots! brand.

Please note that after discussing your idea, I would provide you with an invoice for your unique keepsake, since it is not part of the offered styles in the shop. Invoices for custom keepsakes that are not part of the shop are sent via PayPal or Venmo, and need to be paid in full before the work starts.

Sending the fabric for your unique keepsake

Within 24 business hours of your order via the Pokidots! website or Etsy, an email will be sent to you, confirming your personalization choices.

If you are located in the US, the email will include a shipping label that you can use to send me the outfit or fabric you would like on your keepsake.

Sending the fabric is simple. Just follow these steps:

1. Place your item in an envelope. A regular, letter size envelope works; make sure it doesn't exceed 9" x 12" in width and length, 3/4" in thickness, and 1 lb in weight (unless otherwise noted, if you have ordered more than one keepsake).
2. Print out the shipping label emailed to you, and tape it to your package, ensuring that the bar code is clearly visible.
3. Take the package to a USPS drop-off location or schedule a pick-up.

The shipping label that will be emailed to you will not have insurance coverage; feel free to add insurance if you would like, although I have never had any problems receiving these precious packages before.

Please note that Pokidots! is not responsible for packages delayed or lost in transit.

The frame availability is dependent on the time you send the keepsake outfit or fabric item, not the time you order. If your chosen frame was available at the time you order but becomes unavailable by the time your outfit is received, I will contact you with additional options.

Please note: I reserve the right to decline your custom request for any reason, such as the fabric not being suitable for the artwork, not receiving enough fabric, or an overbearing customer experience.

I also reserve the right to decline your custom request without prior notice. In either case, a full refund will be processed immediately.

After sending your fabric

By sending me the clothes/fabric you would like to use on the keepsake, please note that you agree to the following:

1. The fabric will be cut and will be used in the most creative and clever way possible for your unique keepsake. I try to keep graphics, edges, and closures (zippers, buttons, and snaps) and if the piece is worn-out and stained, I like to use those parts.
2. **Please note that you will not be able to preview the keepsake before it is completed.**
3. Fabric left-overs will be discarded.
4. I may decide to add more fabric from my own collection, and material such as threads, ribbon, and other accessories to complete your unique piece.

Processing time

The standard time for each keepsake to be completed is 4 to 6 weeks from the day the fabric has been received from the client. If you wish for your keepsake to be processed faster for an upcoming event, please let me know. A small amount may be charged to expedite the creation of your keepsake.

Sibling bundles and multiple keepsakes in the same order

When you purchase a sibling bundle of 2, 3, or 4 keepsakes, or multiple keepsakes in the same order, you must send the outfits for all the keepsakes in one envelope or package, and your final keepsakes will be sent to you at the same time in one or more packages. **Processing times for keepsake bundles and multiple keepsake orders are longer and will be communicated to you at the time of order.**

Your child's photo

After you order, I will ask you to email me a photo of your child wearing the outfit you will be sending, to finish your keepsake, and for Pokidots! marketing and product description purposes. The photo is needed to privately finish your keepsake, but you reserve the right to accept or decline sharing that photo publicly.

If you accept, the photo will only appear alongside a photo of the completed keepsake:

A small version of the photo (not exceeding 2 inches in length) may be posted on Pokidots! website, social media accounts, and other marketing material like email marketing, flyers, and business cards, as well as select third-party websites for features.

A bigger version of the photo (not exceeding 6 inches in length) may be displayed in the Pokidots! booth at art markets in the Greater Seattle area, or (occasionally) at local shops.

Here are examples of how this picture would be used:



Please note: I will only be sharing these photos alongside photos of the finished keepsakes to showcase my commissioned work on Pokidots! website, social media accounts, marketing material, and third-party websites for features. However, the Pokidots! website and social media accounts are public, and I cannot control who saves my photos, and where and how they will share them on their end.

Pokidots LLC is not responsible for any damage that photos used by other users without permission may cause. If I know of such uses, I will contact the party involved and ask them to take down the photos taken, however, I cannot guarantee any compliance.

Copyright information and keepsake photos

All listings on the Pokidots! website and all the products offered are for personal use only. Please email me if you would like to request art for business purposes (businesses, blogs, websites, logos, etc.) and I will be happy to collaborate with you!

All the photos on the Pokidots! website, social media accounts (including, but not limited to: Instagram, Facebook, Twitter, Vero, Pinterest) and third-party websites are the sole property of Pokidots LLC and may not be used or reproduced in any way without the written permission of the artist, Louma El-Khoury. This includes the photos of all custom keepsakes created with a fabric that clients have sent to Pokidots!

All illustrations used in the Pokidots! keepsakes and artworks are subject to Copyright, are the sole property of Pokidots LLC, and may not be used or reproduced in any way without the written permission of the artist, Louma El-Khoury.

All illustrations that are custom created for you and inspired by your child's photo or by your idea are also subject to Copyright, are the sole property of Pokidots LLC, and may not be used or reproduced in any way without the written permission of the artist, Louma El-Khoury. This includes all custom illustrations inspired by client-provided photos, and all illustrations that have been suggested by clients for custom keepsakes. All illustrations are the sole property of Pokidots! and may be used again and showcased in different styles of keepsakes.

If you have any questions about copyrights or if you wish to have permission to use any of Pokidots! material, please reach me here: pokidots@outlook.com

Shipping

Standard and custom shipping:

Custom domestic (US) orders are mailed USPS Priority with insurance and tracking. If you would like customized shipping for your purchase, please contact me before placing your order and I can add the desired shipping method and cost such as express service, for you to choose at checkout. FedEx or UPS can only be used in exceptional cases and only if judged convenient by Pokidots! If you choose to have your item--voucher(s) or keepsake(s)--delivered using a method other than USPS Priority, I will suggest the shipping quote as given to me by our local Post Office or local Third-Party Shipping Office. You are always welcome to send me a trackable shipping label issued by your local Post Office instead. In both cases, the package or envelope will be trackable, and although I am not responsible for shipping delays or items lost in transit, I will be happy to help you solve any shipping issues encountered, however unlikely.

Shipping outside the US:

For most international destinations, if the shipment comes with a tracking number, that number only works within the United States. Please consider upgrading your shipping to Priority International or Priority Express if you would like a working tracking number all the way to your home outside the US. International shipping will

be decided on a case-by-case basis, depending on the country of destination, and will be communicated with you by email.

Shipping time:

US keepsake orders usually take 3–5 business days, and international orders take 2–3 weeks to arrive. Card vouchers take 5–7 business days in the US, and also 2–3 weeks to arrive outside the US.

Please note that I am not responsible for any shipping delays experienced through the carrier once the package has shipped from the studio, or any fees required by customs at the country of delivery.

Also note that I am not responsible if your shipment gets lost by the carrier.

* Seattle-area orders may be hand delivered; this does not change the shipping charges or the shipping time.

Packaging

All of the keepsakes are packaged with a lot of care and tight inside a corrugated cardboard box. I use various kinds of bubble wrap and filling paper, as needed, and protect the corners of the frame inside the box.

Please contact me in the very unlikely event that your item got damaged in the mail.

Gifts

The custom keepsakes make truly exquisite gifts and I would be happy to ship your purchase directly to a gift recipient for you. I can also add a note with the package, containing a short message from you. Please contact me with this information if you would like to send a gift.

Vouchers

Baby keepsake vouchers can be used for all custom baby keepsakes by Pokidots!, personalized, and framed.

Baby keepsake vouchers are not eligible for: Bridal, Special Occasion, and Premium custom keepsakes.

When you purchase a voucher, you have card voucher options that can be mailed to you by USPS Priority, or digital voucher options that can be emailed to you. Email vouchers are high-resolution and you can easily print them at home. Please note that you can order either the card voucher or the email voucher, but not both vouchers with the same code.

Processing time for card vouchers is 1–2 business days, and for email vouchers it is 24 business hours.

To redeem, go to www.pokidots.com/shop to order your unique custom baby keepsake! When you are ready to check out, enter the code that appears at the bottom of the voucher to complete your order.

Shipping of the redeemed keepsake is not included in any voucher purchase, and will be added at checkout.

Payments

Payments on the Pokidots! website are made via PayPal. You do not have to have a PayPal account; you can enter your credit card information within PayPal to complete your purchase. Please read PayPal's Privacy Policy to know more about the privacy of your payment with PayPal.

Pokidots! does not see, access, or store credit card numbers or bank account information in any way, ever.

Pokidots! stores email addresses and mailing addresses that have been entered by the client during the payment process.

Check the Pokidots! Privacy Policy for information about the user privacy on the Pokidots! website.

Returns and refunds

Keepsakes: Absolutely no returns or refunds are processed on any keepsake purchases.

Once a shipping label to send your fabric has been emailed to you, you are encouraged to send your fabric within the first year of receiving your shipping label. Email reminders to send your fabric or outfit will be sent periodically. In the event of Pokidots! closing or not offering keepsakes anymore, an email will be sent to encourage you to send your fabric within 6 months of your order being voided. No refunds can be issued then. If anything is wrong with your keepsake such as the product arriving damaged or undone from shipping, please contact us immediately, provide photos, and we will be happy to fix the problem as soon as possible by replacing your keepsake if needed.

Vouchers: Any vouchers (baby or bridal, card or digital) can be refunded and the code voided, within 14 days of purchase. No refunds will be processed beyond this period. Vouchers don't expire, though you are encouraged to redeem your voucher within the first year of receiving your code. Email reminders to use your vouchers will be sent periodically. In the event of Pokidots! closing or not offering keepsakes anymore, an email will be sent to encourage you to redeem your voucher within 6 months of it being voided.

Reviews

Pokidots! uses client feedback sent by email or posted on social media for marketing purposes, with the permission of the client. I will only use feedback and opinions relevant to the keepsake created. The first name and last name initial of the client will be shown under the review on Pokidots! website. If this poses a problem for you for any reason after you have consented to your reviews or photos being used, please let me know and I will remove your name or your review promptly.

Changes to the Terms and Conditions

We may update our Terms and Conditions from time to time. We will notify you of any changes by posting the new Terms and Conditions on this page.

We will let you know via email and/or a prominent notice on the website for a limited time, prior to the change becoming effective and update the "effective date" at the top of this Terms and Conditions document.

You are advised to review this Terms and Conditions document periodically for any changes. Changes to this Terms and Conditions document are effective when they are posted on this page.

Please note that the information on this Terms and Conditions page overrides any information given on Social Media, on third party media outlets, and via email communication as posted by Pokidots! or otherwise.

Contact Us

If you have any questions about the Terms and Conditions, please contact us by email:

pokidots@outlook.com