

Terms and Conditions

Please read these Terms and Conditions carefully before using our website. By accessing or using our website, you agree to be bound by these Terms and Conditions. If you do not agree with any part of these Terms and Conditions, please do not use our website.

1. Intellectual Property

1.1 Ownership: All content and materials on our website, including but not limited to text, graphics, logos, images, artwork, videos, and software, are the property of Donna Solovei or its licensors and are protected by intellectual property laws.

1.2 Use of Content: You may access and use the content and materials on our website for personal, non-commercial purposes. You may not modify, distribute, reproduce, transmit, publicly display, or create derivative works from any content on our website without prior written consent from Donna Solovei.

1.3 Reproduction of Artwork: Donna Solovei is an independent artist, and no images may be reproduced without permission.

2. Currency and Payment

2.1 Currency: The currency used on this website is South African Rand (ZAR).

2.2 Payment Processing: Payments for purchases are processed through PayFast, a safe, secure, and trusted payment facility. We also offer an EFT payment option for specific requirements and additional costs like framing. To place an order using the EFT option, please send us an email at hello@donnasolovei.co.za.

3. Delivery and Shipping

3.1 Artwork Delivery: Artwork will be delivered within 7-10 working days from the day of purchase. Please note that this does not include public holidays or weekends.

3.2 Shipping Responsibility: We cannot accept responsibility for any damaged artwork during shipment. In the event of a damaged product, we may request photos of the defected artwork to assess whether an exchange will be processed within 48 hours of receiving the artwork. We will strive to resolve the issue before proceeding with an exchange. If an exchange is made, the artwork would be returned, and a credit note will be processed. Please note that all sales are non-refundable. Donna Solovei does not cover shipping costs toward the return of the artwork.

4. Cancellations and Returns

4.1 Cancellations: As all our art prints are made to order, we cannot accept cancellations once payment has been made.

4.2 Returns and Exchanges: In the case of damaged artwork during shipment, please contact us within 48 hours of receiving the artwork. We may request photos of the defected product to assess whether an exchange will be processed. We will strive to resolve the issue before proceeding with an exchange. If an exchange is made, the artwork would be returned, and a credit note will be processed.

5. International Purchases

For international purchases, please email Donna at hello@donnasolovei.co.za for further assistance.

6. Changes to the Terms and Conditions

We reserve the right to update or modify these Terms and Conditions at any time without prior notice. Your continued use of our website after any modifications indicates your acceptance of the updated Terms and Conditions.

7. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of [Country/State]. Any legal action or proceeding arising out of or relating to these Terms and Conditions shall be exclusively brought in the courts located in South Africa.

8. Contact Us

If you have any questions or concerns regarding these Terms and Conditions, please contact us at hello@donnasolovei.co.za

Please review these updated Terms and Conditions with a legal professional to ensure they align with your specific business requirements and comply with applicable laws.