

Return Policy

At **Linear Design Shop**, customer satisfaction is our priority. Please read our return policy carefully for both digital and physical products before making a purchase.

1. Digital Products

Due to the nature of digital files, **all sales of digital products are final**. Once a digital product has been purchased and downloaded, we cannot offer refunds, returns, or exchanges. Please ensure that the file formats (SVG, PNG, JPG, EPS, PDF) are compatible with your software or devices before making a purchase.

However, if you experience any issues with downloading or accessing your files, or if the files are corrupted, please contact us at shoplineardesign@gmail.com, and we will be happy to assist you in resolving the problem.

2. Physical Products

We offer returns and exchanges on physical products under the following conditions:

2.1 Eligibility for Returns

- The item must be returned within **[insert timeframe, e.g., 14 days]** of receiving your order.
- The item must be in its **original condition**: unused, unwashed, and in its original packaging.
- Proof of purchase is required to process a return or exchange.

2.2 Non-Returnable Items

- Customized or personalized products.
- Sale or clearance items.
- Items that have been used or damaged after delivery.

2.3 Return Process

To initiate a return, please follow these steps:

1. Contact us at shoplineardesign@gmail.com with your order number, the reason for the return, and any relevant details.
2. Once your return request is approved, we will provide you with instructions on how to return the item.
3. You will be responsible for paying the return shipping costs unless the return is due to a defective or incorrect item.

2.4 Refunds

Once we receive your returned item and inspect it, we will notify you of the status of your refund. If approved, your refund will be processed, and the credit will be automatically applied to your original

payment method within **[insert timeframe, e.g., 7-10 business days]**.

Please note that shipping costs are non-refundable.

2.5 Exchanges

If you wish to exchange an item for a different size or variation, please contact us at shoplineardesign@gmail.com. Exchanges are subject to product availability. If the requested item is not available, we will offer you a refund or store credit.

3. Damaged or Incorrect Items

If you receive a defective, damaged, or incorrect product, please contact us at shoplineardesign@gmail.com within **[insert timeframe, e.g., 7 days]** of receiving your order. We will arrange for a replacement or refund, and in such cases, we will cover the return shipping costs.

4. Contact Us

If you have any questions about our return policy or need further assistance, feel free to contact us at:

- **Email:** shoplineardesign@gmail.com
- **Address:** Ordu, Turkey