

Vapor Sky, LLC Terms & Conditions And Privacy Policy

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If you purchase a digital copy of your personal Stellar or Resonant Decor, while we encourage you to use that file to further personalize your life, there are restrictions we place on its use. Although that specific image, with its specific configuration and color scheme, is unique to you, the design remains the copyright of Vapor Sky, LLC.

The following restrictions apply to the digital copy you purchased:

- The image may not be printed on canvas or any other mediums for the express use as decoration (this includes any form of parchment paper, wallpaper, stick on window coverings, etc.), either in its original form or enlarged/decreased size. We reserve the right to be the sole provider of Vapor Sky, LLC product digital images printed on canvas, and other mediums, for the purpose of home or office/business decoration.
- The image may not be used in any website design, marketing campaigns, or any way that represents a business (for profit or not-for-profit) or be used in any way as a means to attract customers, clients, or extra income. If you wish to use your unique digital copy image in any of these manners you must first contact Vapor Sky, LLC to request permission and abide by the guidelines set forth in the above copyright section of these Terms and Conditions. If permission to use the image is granted, you may be subject to further restrictions, guidelines, licensing fees, or expectations of use by Vapor Sky, LLC.
- The digital copy may not be given to others, or re-sold or in anyway transferred for money, either singularly or in mass quantities.

Failure to follow these restrictions could result in legal action by Vapor Sky, LLC seeking compensation for the improper use of the digital copy of any Vapor Sky, LLC product design, particularly in instances where you used the image as a means of generating revenue.

Audio File Upload

You, the customer, have full responsibility for any audio file that you upload to us. The audio must be your own creation or owned by you. To upload an audio file to us, you must have the full rights to distribute that file. You understand that this file is uploaded for the sole purpose of Vapor Sky, LLC to create your personalized artwork. We cannot be held responsible for any copyright violations stemming from any file that you upload.

Gift Certificates

Gift certificate codes are only valid for the specified dollar amount off of the total price of a single order (excluding shipping). Any total remaining after the gift certificate amount has been discounted must be paid at time of order. No refund, or "cash back," will be given to the purchaser, if the value of the gift certificate is more than the cost of the item being purchased. A single gift certificate code may only be used once, cannot be divided across multiple orders, and may not be combined with any other offers, deals, or promotions. Gift certificates have no cash value and may not be resold. All gift certificates must be redeemed at www.vaporsky.com and expire one year from date of purchase. We reserve the right to refuse the use of a gift certificate if any of these terms have been violated and will not issue a refund if a gift certificate is refused. All gift certificates are non-refundable. Products purchased using a gift certificate are ineligible for refunds and will only be exchanged for a product of the same size, according to our Return Policy. Discount codes may not be applied to the purchase of a Gift Certificate.

Discount Codes

We may periodically run promotions, offer deals to specific customer groups or on specific products, or give out discount codes. These discounts are only redeemable for the specified value (either a certain dollar amount or percent) off the total price of a single order (excluding shipping, where applicable). Discount codes may be valid for a specific number of uses or expire after a specific period of time. Once the maximum number of uses has been reached or the expiration date has passed, that specific code will no longer be able to be used and we will no longer honor it. Discount codes may only be redeemed at www.vaporsky.com. Refunds on orders that were purchased with a discount code will be refunded the amount paid (or a fraction thereof,

if not a full refund), not the total price before any discounts. All other aspects of refunds and returns will be handled according to our Return Policy. Discount Codes cannot be applied to the purchase of a Gift Certificate.

Custom Orders

You may request a custom order from Vapor Sky, rather than just selecting from the options listed on vaporsky.com. A custom order is defined as any order that varies from the examples and options listed on our site. This includes, but is not limited to, a change in our unique design, printing on a medium other than canvas, a size not listed as one of our options, etc. Choosing "Custom Colors" is not a custom order.

The price of a custom order will be quoted on a case-by-case basis, depending on such things as your requests, how much labor is expected to be needed, additional material costs, and a profit margin. The factors that we use to determine the price of a custom order may or may not include all of the aspects listed above, as well as others not listed. If changes are requested to the order after a quote has already been given, the quote may be adjusted to reflect a new price.

Return Policy

We want you to be completely satisfied! If you are unhappy about anything with your artwork or your experience, you may return it for a refund or exchange. We will gladly refund you for the full cost of the artwork, once the Decor has been returned to us. Exchanges for a new piece can only be made if there is a manufacturer's defect or if the Decor was damaged during shipping.

In the event that you do want to return or exchange your artwork, please note the following:

- You have up to five days from the date you receive your final art piece to notify us of your intent to return or exchange your custom Decor.*
- The artwork must be returned to Vapor Sky within 30 days of notifying us of your intent to return or exchange. If Vapor Sky does not receive the artwork within 35 days of when you received the artwork, no refund or exchange will be able to be processed.
- You are responsible for shipping the artwork back to Vapor Sky (at the appropriate address, depending on where you live), and for the costs associated with that shipment. Shipping and handling costs are non-refundable.

- The Decor must be returned in the original packaging.
- Please email us at sales@vaporsky.com with a description of the reason for the return and state whether you want a refund or exchange. Please use the subject line "Return" in your email.

**Refunds are not available after you receive the digital high-resolution copy of your artwork (if applicable).*

North American Residents return your portrait to:

Vapor Sky, LLC
2820 Selwyn Ave #764
Charlotte, NC 28209

Residents outside of North America return your portrait to:

[Contact us](#) for instructions on
where to return your artwork.

If you decide to have your artwork exchanged, you will receive your new Decor piece within 30 days from the date we receive the returned artwork.

We will notify you by email to confirm receipt of the returned Decor.

Any artwork that is returned to us we may use as we see fit. This may include, but is not limited to, being used in marketing efforts, used as a donation, or in any other manner we deem appropriate. Your personal information associated with that artwork will never be shared with anyone else.

Vapor Sky Privacy Policy

Privacy Statement

We will never spam you or share your info with third parties, with the exception of your mailing address. We must provide our print shop with your mailing address, so they can ship your Portrait directly to you, once it has been printed.

Information Collected

We use Google Analytics to collect information related to people accessing and visiting VaporSky.com. (See [Google Privacy Policy](#) for complete listing of all information collected.) We also collect information volunteered by our visitors, such as survey information and/or site registrations. The information we collect is used for internal review only. We will use this information to improve the content of our website, to better target our marketing, and in any analysis that helps us develop business strategies. We will never share your personal information with third parties, except as listed above in the Privacy Statement.

Ordering – For collecting payment on orders from Vapor Sky we use PayPal. Your credit card information or PayPal account information, and telephone number will never be seen or collected by Vapor Sky. When you place an order the only information Vapor Sky will collect from you is your name, shipping and billing address, email address, and order details and order number. For more information about PayPal, read their [User Agreement](#) and [Privacy Policy](#). All of this information will never be shared with any third party, except as listed here and in the Privacy Statement above.

International orders – For those who reside outside of the United States, or for any orders shipped outside of the United States we collect your email address and phone number. This information is collected to properly fill out customs paperwork for the destination country. We will retain your email address in our records, but your phone number will be deleted and only used this one time for the purpose of filling out customs paperwork. Your personal email address and phone number will only be shared with our vendors who are shipping your artwork and with the carriers they use to ship your order. All shipments within the United States do not fall under these terms.

Use of Cookies

We use cookies to record session information, such as items that consumers add to their shopping cart and pre-fill form fields for your convenience.

Opt-Out Policy and Use of Information

You can remove yourself from our email list at anytime. If you do not wish to receive email updates from us in the future, please let us know by sending us an e-mail to info@vaporsky.com or by using our [Contact Us](#) form. Persons who supply us with their telephone numbers online will receive telephone contact from us only with information regarding orders they have placed online. From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only data collected from the time of the policy change forward. Customers may prevent their information from being used for purposes other than those for which it was originally collected simply by e-mailing us at the above email address.

Security Policy

We have appropriate security measures in place at our physical facilities to protect against the loss, misuse or alteration of any information that we have collected from you through our website. When we transfer and receive certain types of sensitive information, such as financial information, we redirect visitors to a secure server.

Updated 3/22/2012