



## Delivery Policy

### 1. General Information

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

### 2. Delivery Location

As our service is based online, so the videos will be delivered on your email/WhatsApp using a Google Drive or DropBox links. We do not deliver the project files, therefore only the final product (video) will be delivered to you.

### 3. Delivery Time

An estimated delivery time will be provided to you once your order is placed. Delivery times are estimates and commence from the date of placement of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

Revisions (changes requested by the buyer) may cause an extension in the delivery timeline. If there are exceptional circumstances, you will be notified before hand.

### 4. Delivery Instructions

You can provide the project instructions via a google form sent to your email after the placement of the order

### 5. Questions

If you have any questions about the project or our services and shipment or your order, please contact us at [theelitemotionstudios@gmail.com](mailto:theelitemotionstudios@gmail.com) or on our Social Media Handles (Elite Motion Studios)