

## **Loomi Photography**

### **Cancellation Policy**

Once the photographic products have been checked, collected and signed for at our studio, no returns will be accepted nor will any refunds be done by Loomi Photography.

In case of delivery of photographic products to the client by post, any complaints regarding an issue with photographic products such as manufacturer's fault/defect, shall be sent to Loomi Photography in writing within 14 days of receipt of the products, along with the faulty photographic products. Loomi Photography will rectify the problem and endeavor to supply the photographic product to the client as soon as possible. After the 14 day period no returns on photographic products will be accepted and no refunds will be made by Loomi Photography.

**In the event that transaction error has occurred while making the payment , a refund in most cases will be issued to the same credit card you used for the original purchase.**

- *Refunds will be done only through the Original Mode of Payment.*

### **QUESTIONS/COMPLAINTS/CONTACT INFORMATION**

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at [info@loomiphotography.com](mailto:info@loomiphotography.com) or by mail at Loomi Photography [JLT, Mazaya Business Avenue BB1, Dubai, United Arab Emirates]