

TERMS & CONDITIONS

Effective Date: August 31, 2026

Last Updated: August 31, 2026

Welcome to **Otter Loo Creations**.

These Terms & Conditions ("Terms," "Terms and Conditions," or "Agreement") govern your access to and use of the Otter Loo Creations website, including any products, digital downloads, content, services, and other materials offered through the website.

By accessing or using this website, purchasing a product, or downloading any content from Otter Loo Creations, you agree to be bound by these Terms.

If you do not agree with these Terms, please do not use the website or purchase our products.

1. ABOUT OTTER LOO CREATIONS

Otter Loo Creations provides creative products and resources, which may include:

- Ink Tracing coloring books
- Reverse coloring and tracing products
- Digital coloring and tracing downloads
- Free printable resources
- Planners
- Trackers
- Other creative products and materials

Physical books may be offered through third-party retailers, including Amazon.

Digital products may be purchased and delivered directly through our website.

2. WEBSITE USE

You agree to use this website only for lawful purposes.

You may not use the website:

- To violate any applicable law or regulation
- To infringe upon the intellectual property rights of Otter Loo Creations or others
- To interfere with or attempt to compromise the website or its security

- To upload malicious software or harmful code
- To attempt to gain unauthorized access to accounts, systems, or information
- To copy, reproduce, scrape, or commercially exploit website content without permission

We reserve the right to restrict or terminate access to the website if we reasonably believe these Terms have been violated.

3. DIGITAL PRODUCTS

Otter Loo Creations may sell digital products, including printable artwork, Ink Tracing designs, coloring pages, and other downloadable files.

Digital products are provided in the file format and configuration described on the applicable product page.

Because digital products are delivered electronically, **all digital product sales are final.**

By purchasing a digital product, you acknowledge that you are purchasing a digital file rather than a physical product.

4. NO-REFUND POLICY FOR DIGITAL PRODUCTS

ALL DIGITAL PRODUCT SALES ARE FINAL.

Because digital products are delivered electronically and cannot be physically returned, **we do not offer refunds, returns, exchanges, or credits for digital downloads once the purchase has been completed or the digital product has been made available for download.**

This includes, but is not limited to:

- Accidental purchases
- Change of mind
- Failure to read the product description
- Purchasing the wrong product
- Purchasing a duplicate product
- Incompatibility with a customer's preferred software, device, printer, or equipment
- Failure to download or print the product because of the customer's own device, software, Internet connection, or equipment

DIGITAL PRODUCTS ARE PROVIDED "AS IS" AND "AS AVAILABLE," TO THE MAXIMUM EXTENT PERMITTED BY LAW.

Nothing in this section is intended to exclude or limit any refund, remedy, warranty, or consumer right that cannot lawfully be excluded or limited under applicable law.

Where a digital product is materially defective, corrupted, or materially different from the description provided at the time of purchase, please contact us at **Otterloo212@gmail.com** so we can review the issue and determine an appropriate solution where required or appropriate.

5. PRODUCT DESCRIPTIONS

We make reasonable efforts to ensure that product descriptions, images, specifications, colors, previews, and other information presented on our website are accurate.

However, colors and appearance may vary depending on your monitor, device, printer, display settings, and other technical factors.

We do not guarantee that product images displayed on your screen will exactly match printed colors.

We reserve the right to correct typographical errors, inaccuracies, omissions, or outdated information and to update product information at any time.

6. DIGITAL DOWNLOAD ACCESS

After successfully completing a digital purchase, access to the purchased file may be provided through the website, email, or another delivery method supported by our ecommerce provider.

You are responsible for providing accurate information necessary to complete your purchase.

We are not responsible for delivery problems caused by:

- Incorrect email addresses
- Incorrect customer information
- Spam or junk-mail filtering
- Full email inboxes
- Customer device problems
- Customer software problems
- Internet interruptions
- Failure to follow download instructions

If you experience a legitimate technical problem accessing a purchased file, please contact us at **Otterloo212@gmail.com**.

7. PERSONAL-USE LICENSE

Unless otherwise stated on the product page, all Otter Loo Creations digital downloads are licensed to the purchaser for **personal, non-commercial use only**.

When you purchase a digital product, you are purchasing a **license to use the digital product**, not ownership of the underlying artwork, design, copyright, or intellectual property.

You may:

- Download the purchased file for your personal use
- Print the purchased file for your own personal use
- Print copies for your own personal coloring, tracing, crafting, or creative activities

You may not:

- Resell the digital file
- Redistribute the digital file
- Give the digital file away
- Upload the digital file to another website
- Share the digital file through file-sharing services
- Post the complete digital file online
- Sell printed copies of the digital artwork
- Use the artwork to create products for sale
- Use the artwork for commercial purposes
- Claim the artwork as your own
- Remove copyright or ownership notices
- Modify the artwork and sell or distribute the resulting design
- Include the digital artwork in another product, bundle, subscription, course, membership, or downloadable collection
- Use the artwork to train, develop, or contribute to artificial intelligence or machine-learning systems without our prior written permission

One purchase is for one purchaser and their personal use.

Sharing purchased files with friends, family, coworkers, online communities, social-media groups, or other individuals is not permitted unless Otter Loo Creations has expressly provided written permission.

8. COPYRIGHT AND INTELLECTUAL PROPERTY

Unless otherwise stated, all content appearing on the Otter Loo Creations website and in our products is owned by or licensed to Otter Loo Creations and is protected by applicable intellectual property laws.

This may include:

- Artwork

- Illustrations
- Designs
- Photographs
- Graphics
- Logos
- Branding
- Product names
- Written content
- Website content
- Digital downloads
- Coloring pages
- Ink Tracing designs
- Planners and tracker designs

You may not copy, reproduce, distribute, modify, publish, display, sell, license, or commercially exploit our intellectual property without prior written permission.

Purchasing a product does not transfer copyright ownership to the purchaser.

9. FREE PRINTABLES

From time to time, Otter Loo Creations may offer free printable resources.

Unless a particular free resource states otherwise, free printables are provided for **personal, non-commercial use only**.

Free does not mean public domain.

Free printables may not be:

- Resold
- Redistributed
- Uploaded to other websites
- Included in paid collections
- Used commercially
- Sold as physical products
- Claimed as original artwork

We reserve the right to modify, discontinue, or limit access to free resources at any time.

10. \$1 DOWNLOADS

Our \$1 downloads are individual digital products offered through our website.

The same personal-use license, copyright restrictions, and no-refund policy described in these Terms apply to \$1 downloads unless otherwise stated on the applicable product page.

The purchase price does not grant commercial rights or ownership of the artwork.

11. PLANNERS AND TRACKERS

Planners, trackers, and other products may be offered digitally or physically.

Unless a product listing specifically states otherwise, digital planners and trackers are licensed for personal, non-commercial use only.

You may not reproduce, distribute, resell, or commercially exploit these products or their contents without written permission.

12. AMAZON AND OTHER THIRD-PARTY LINKS

Our website may contain links to third-party websites, including Amazon.

These links are provided for convenience.

We do not control third-party websites and are not responsible for their:

- Content
- Products
- Pricing
- Availability
- Privacy practices
- Security
- Terms and conditions
- Shipping
- Returns
- Refunds
- Customer service

Purchases made through Amazon or another third-party retailer are subject to that retailer's policies and agreements.

13. PRICES AND PAYMENTS

Prices displayed on our website are subject to change without notice.

We reserve the right to correct pricing errors and other errors or inaccuracies.

Your order is not considered accepted solely because you placed an order. We reserve the right to refuse or cancel an order when permitted by law, including where there is an apparent pricing error, suspected fraudulent activity, technical problem, or other legitimate reason.

Applicable taxes may be added to purchases as required by law.

Payments are processed through payment services made available through our ecommerce provider.

We do not intentionally store complete payment-card information on our own systems.

14. ORDER CONFIRMATION

After completing a purchase, you may receive a confirmation or receipt.

An order confirmation does not necessarily constitute acceptance of an order if the transaction is subsequently determined to be invalid, fraudulent, incorrectly priced, or otherwise unable to be fulfilled.

15. DISCLAIMER OF WARRANTIES

To the maximum extent permitted by applicable law, the website and its content are provided **"as is" and "as available."**

We make no warranties, express or implied, regarding:

- The availability of the website
- Website availability without interruption
- Error-free operation
- Accuracy or completeness of all information
- Compatibility with every device or software system
- Compatibility with every printer or printing method
- Fitness for a particular purpose
- Results obtained from use of our products

We do not guarantee that the website, downloads, or services will always be free from errors, interruptions, viruses, or other harmful components.

Nothing in these Terms excludes any warranty or consumer right that cannot lawfully be excluded.

16. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Otter Loo Creations and its owner, affiliates, service providers, contractors, and representatives will not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising from or related to:

- Your use of the website
- Your inability to use the website
- Your purchase or use of a product
- Technical problems
- Download problems
- Device or software incompatibility
- Third-party websites
- Loss of data
- Unauthorized access to information
- Any other matter related to the website or products

To the maximum extent permitted by applicable law, our total liability arising from a purchase will not exceed the amount you actually paid for the specific product giving rise to the claim.

This limitation does not apply where applicable law prohibits such limitation.

17. INDEMNIFICATION

To the maximum extent permitted by applicable law, you agree to indemnify and hold harmless Otter Loo Creations, its owner, affiliates, service providers, and representatives from claims, damages, liabilities, losses, costs, and expenses arising from:

- Your violation of these Terms
 - Your misuse of our products
 - Your infringement of our intellectual property rights
 - Your violation of another person's rights
 - Your unlawful use of the website
 - Your violation of applicable laws or regulations
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18. TERMINATION

We reserve the right to restrict, suspend, or terminate your access to the website or certain services if we believe you have violated these Terms or engaged in unlawful, abusive, fraudulent, or unauthorized activity.

Termination does not eliminate obligations that by their nature should survive termination, including intellectual-property restrictions, disclaimers, limitations of liability, and applicable payment obligations.

19. USER CONTENT

If you voluntarily submit comments, reviews, photographs, testimonials, or other content to us, you represent that you have the right to provide that content.

You grant Otter Loo Creations permission to use, reproduce, display, or publish such content for business and promotional purposes to the extent permitted by law.

We will not knowingly use submitted content in a manner that materially violates the permissions you provided.

20. CHANGES TO PRODUCTS AND SERVICES

We reserve the right to modify, update, suspend, or discontinue products, downloads, website features, prices, or other services at any time.

We are not obligated to continue offering a product simply because it was previously available.

Changes will not affect rights that have already accrued where prohibited by law.

21. CHANGES TO THESE TERMS

We may update these Terms from time to time.

When we do, we will update the **"Last Updated"** date at the top of this page.

Your continued use of the website after updated Terms are posted constitutes acceptance of the updated Terms to the extent permitted by applicable law.

22. GOVERNING LAW

These Terms will be governed by and interpreted in accordance with the laws applicable to Otter Loo Creations and, where permitted by law, the laws of the jurisdiction in which Otter Loo Creations operates, without regard to conflict-of-law principles.

Nothing in this section is intended to deprive consumers of mandatory rights or protections provided by the laws of their place of residence.

23. DISPUTES

We encourage customers to contact us first so that we have an opportunity to resolve concerns directly.

For questions or concerns regarding an order or these Terms, please contact:

Otter Loo Creations

Email: Otterloo212@gmail.com

Nothing in these Terms prevents a consumer from exercising rights that cannot legally be waived.

24. SEVERABILITY

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, that provision will be interpreted to the maximum extent permitted by law, and the remaining provisions will remain in full force and effect.

25. ENTIRE AGREEMENT

These Terms, together with our Privacy Policy and any other policies expressly incorporated into them, constitute the agreement between you and Otter Loo Creations concerning your use of the website and purchase of products, except where additional terms expressly apply to a particular product or service.

26. CONTACT

Questions regarding these Terms may be sent to:

Otter Loo Creations

Otterloo212@gmail.com