

****Privacy Policy****

****Last Updated: 30/6/2024****

Welcome to DogSolution.org, the official website for the Doge Mafia Legends collection on OpenSea. We value your privacy and are dedicated to protecting your personal data. This Privacy Policy explains how we collect, use, and share your information when you use our website and engage in our NFT sales activities.

1. Information We Collect

****1.1 Information You Provide:****

- ****Registration and Account:**** When you create an account on DogSolution.org, we may collect your name, email address, and other contact details.
- ****Identity Verification (KYC):**** Both individuals and legal entities are required to complete the Know Your Customer (KYC) process according to the law. This may include collecting identification documents, proof of address, and other relevant data.
- ****NFT Transactions:**** When you buy, sell, or trade NFTs through OpenSea, we may collect information related to your transaction activities.

****1.2 Information Collected Automatically:****

- ****Usage Data:**** We may collect data about your interaction with our website, such as IP address, browser type, pages visited, and access times.
- ****Cookies and Similar Technologies:**** We use cookies and similar technologies to enhance your browsing experience and collect information about your website usage.

2. How We Use Your Information

We use the information collected for the following purposes:

- ****Service Provision:**** To manage your account, facilitate NFT transactions, and provide customer support.
- ****Regulatory Compliance:**** To comply with legal and regulatory obligations, including the KYC process.

- **Website Improvement:** To analyze website usage and enhance its functionality and services.
- **Communication:** To send you updates, news, and offers related to the Doge Mafia Legends collection, provided you have consented to receive such communications.

3. Information Sharing

We do not sell, trade, or rent your personal information to third parties. However, we may share your information under the following circumstances:

- **Service Providers:** With third-party service providers who assist us in operating our website and conducting our business activities.
- **Legal Compliance:** When required by law or in response to legal requests from government authorities.

4. Information Security

We implement reasonable security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction.

5. Your Rights

You have the right to access, correct, delete, and object to the processing of your personal data. To exercise these rights, please contact us at info@virtualoasis.com.

6. Changes to This Privacy Policy

We may update this Privacy Policy periodically. We will post any changes on this page and notify you of significant changes.

7. Image Copyright

All images and photos present on our website are protected by copyright. Any unauthorized use of these images, including their distribution online without our consent, will be sanctioned in accordance with applicable copyright laws. Please contact us to obtain permissions if you wish to use any of our images.

****Return Policy****

At DogSolution.org, we strive to ensure your satisfaction with our products and services. If you are not completely satisfied with your purchase, we are here to help.

1. Physical Products

1.1 Eligibility for Returns

To be eligible for a return, your physical item must be unused and in the same condition that you received it. It must also be in the original packaging.

1.2 Return Process

****Initiate a Return:****

To initiate a return, please contact us at info@virtualoasis.com with your order details and the reason for the return. We will provide you with a return authorization and instructions on how to send your item back to us.

****Shipping Returns:****

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

1.3 Refunds

Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your refund. If approved, we will process your refund to your original method of payment within a certain number of days.

1.4 Exchanges

We only replace physical items if they are defective or damaged. If you need to exchange it for the same item, please contact us at info@virtualoasis.com with your order details and the reason for the exchange.

1.5 Non-Returnable Items

Several types of goods are exempt from being returned. Perishable goods and customized items cannot be returned.

2. NFTs (Non-Fungible Tokens)

2.1 NFT Return Policy

Due to the unique nature of NFTs and their digital value, we do not accept returns or offer refunds for NFTs purchased, sold, or traded through our website or OpenSea.

2.2 NFT Transactions

All NFT transactions are final. Ensure you verify all details of your purchase before completing any transaction. If you have any issues with your transaction, please contact us at info@virtualoasis.com for assistance.

3. Identity Verification (KYC)

Both individuals and legal entities are required to complete the Know Your Customer (KYC) process according to the law. This may include collecting identification documents, proof of address, and other relevant data. This process is essential to comply with legal regulations and ensure the security and transparency of our transactions.

Contact

If you have any questions about our Privacy Policy or Return Policy, please contact us at:

****DogSolution.org****

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