

FREQUENTLY ASKED QUESTIONS

What file types will be available?	<ul style="list-style-type: none">• Paper Packs (JPG, 300dpi)• Mat Packs (JPG, 300dpi)• Elements (PNG, 300dpi)• Letters and Numbers (PNG, 300dpi)	(Punches and border maker cartridge patterns will not be available at this time.)
How do I buy and download Digital Artwork?	Your digital purchases are available in My Account > My Downloadable Products. Please watch this video to review how to purchase and download Digital Artwork.	
Is there a limit to how many times I can download the artwork I purchase?	You have an unlimited number of downloads for 735 days after purchase.	
As an Advisor, what is my commission on Digital Artwork?	Your commission on Digital Artwork is the same as on physical product. Digital Artwork will also apply towards earning promotions.	
Can I share the artwork with a friend?	Creative Memories Digital Artwork is for your private and personal use only. By purchasing Digital Artwork, you acknowledge and agree to the terms of the Digital Content License Agreement. READ THE AGREEMENT HERE >	
How long will Digital Artwork collections be available for purchase?	Digital Artwork collections will be available for purchase on the Creative Memories for a limited amount of time. Each collection will be live for 6 months (minimum). There will be a 30 day notice when artwork is going to be retired.	
How often will new Digital Artwork launch?	New Digital Artwork will launch at the same time as new traditional product.	
Can I use Creative Memories Digital Artwork in software programs?	Yes. Creative Memories Digital Artwork is available as PNG and JPG downloads which will work in software such as Adobe PhotoShop, Forever Artisan 5.0, HeritageMakers, etc. For questions about how to import our artwork into your software, please contact digital@creativememories.com .	
Can I return or get a refund for Digital Artwork?	Digital Artwork downloads cannot be refunded or returned. If you have questions, please contact: customerservice@creativememories.com .	
Can I download Digital Artwork on my phone?	You can purchase Digital Artwork on a smart phone. However, we recommend that you download Digital Artwork on a computer. Many phones cannot handle .zip files.	
Is Digital Artwork taxed?	Tax will be dependent upon your area's tax rules.	