

1. How do I download my files?

Once your payment clears, Etsy unlocks your Downloads section:

Profile → Purchases & Reviews → Download Files.

Click each button to save your ZIP or PDF.

Checked out as a guest? Etsy sends an email titled “Download Your Purchase.”

(If it's hiding in spam, give it a nudge.)



2. I clicked download but nothing happens / I can't open the ZIP

Try these quick fixes:

- Use a desktop/laptop—mobile browsers can be divas with downloads.
- Make sure you're logged into the same Etsy account you used to buy.

For ZIP files:

- Windows: Right-click → Extract All
- Mac: Double-click to unzip

Still stuck? Send me your order number and I'll email the files within 24 hours.



3. What paper + settings give the best prints?

Paper:

- 32 lb (120 gsm) bright white → vivid color
- 28 lb (105 gsm) tea/coffee-stained → vintage look

Printer Settings:

- Scale: Actual Size / 100%(or Borderless if available)
- Quality: Best or Photo
- Turn off auto color enhancements

Full guide: [linktree/chromacalm-paper-tips](https://linktree.com/chromacalm-paper-tips)



4. Can I use these designs commercially?

Yes—personal use plus small commercial use up to 200 physical items per design(e.g., junk journals you sell).

Not allowed: digital redistribution, uploading to print-on-demand platforms.

Need an extended or digital license? Just ask.



5. Do you offer refunds on digital items?

Digital files are delivered instantly, so refunds aren't automatic.

But if something's off, reach out within 14 days—I can usually fix the issue (replacement files, color tweaks, etc.).Your happiness matters.



6. Colors look different when printed—why?

Screens use RGB light, printers use CMYK ink, so slight shifts are completely normal.

Try:

- High Quality print mode

- Selecting Photo Paper in printer settings
- Calibrating your monitor / turning off night-shift modes

If you want a color adjustment, I'm happy to help.



7. I can't find my download email / I bought as a guest

Search for: "Download Your Purchase From Etsy."

Nothing there? Send me the email you used at checkout, and I'll send your files directly.