

? ***Pet Magic - All Pet Services FAQ***

1. How Are These Videos Created?

Our videos are made using a mix of creativity and cutting-edge AI tools. You send us photos and tell us about your pet's personality, and we transform that into a unique story using AI-generated visuals, voice, and music, all edited together to create your magic video. Each video is designed to reflect your pet's charm magically and memorably.

2. How do I order a video?

Simply choose your package (Heartfelt Tribute/Celebration, Hero Reel, or Mini-Tale), upload your pet's photo(s), answer a few quick questions about their personality, and we'll handle the magic from there! You'll receive your final video via a download link.

3. What kind of photo do you need?

We work with what we can; however, bare in mind that the quality of your photos will largely affect the overall quality of the finished product. That's why we recommend uploading high-quality, clear photos showing your pet's face and body work best. Natural lighting and front-facing shots help us create more accurate and expressive visuals. But don't worry — we'll guide you during the order process.

4. Can I request a specific theme or idea?

Yes! You can mention your preferred theme (e.g. space adventure, royal cat, pirate pup, bedtime story, etc.) during checkout. We'll do our best to tailor the style to your vision while keeping it playful and creative.

5. How long does it take to receive my video?

Our average delivery is within **3–5 days** from the order. But this depends on the package selected and the complexity of your ideas.

6. What's included in the video?

Each package includes a custom AI-powered video (30–90 seconds), complete with visual scenes, music or voiceover (depending on the package), and post-editing. You'll get a downloadable MP4 or MOV file and shareable link.

7. Can I preview or make changes before delivery?

Because each video is uniquely generated and involves automated elements, previews aren't available. However, if something's really off, we offer one revision — just reach out!

8. Is this suitable as a gift?

Absolutely! These videos make unforgettable gifts for birthdays, memorials, new pet parents, or just because. We can even include a digital gift message or send it directly to your recipient.

9. Can I use the video on social media?

Yes! The videos are yours to keep and share anywhere you like. Perfect for Instagram, TikTok, Facebook, or as a digital memento.

10. Is this only for dogs and cats?

Not at all! We love **all pets** — from rabbits and parrots to bearded dragons and horses. If you love them, we'll make them shine.