

Returns/Refunds/ Exchange Policy

1. General

- 1.1. Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.
- 1.2. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.
- 1.3. Several types of goods are exempt from being returned:
 - Gift cards
 - Downloadable software products
 - Discounted and items on sales
- 1.4. To complete your return, we require a receipt or proof of purchase.

2. Conditions

- 2.1. For items that have arrived in good condition we will only offer refund if we have received your written notification withing 14 days of the receipt. For damaged items in the courier / delivery you must notify us within 24 hours of receiving the parcel. This is to ensure that we can take it up with the delivery company. You will need to provide photo of both the damaged item and the packaging in which the item has arrived.
- 2.2. For prints we will only accept the refund if it arrives in its original packaging.
- 2.3. You will need to send the items back to us at your own expense (unless the item was damages in transit). Please ensure that you have taken care whilst packaging. It's always best to keep the original packaging in which the item has arrived, until you are certain that you are happy to keep the items. Please use insured delivery service which is trackable. We will need proof of posting with a tracking number. In some instances, on larger artworks we can offer assistance with organising the courier for you.
- 2.4. Once we have received the items we will inspect them for damage and will confirm in writing if the refund has been accepted.

3. Refund

- 3.1. Once we have confirmed that the refund has been accepted, we will issue the refund. Please remember it may take few days for the refund to show up, depending on the method of payment you have used previously. Note that we will only refund money using the same method of payment to prevent fraud.
- 3.2. If you haven't received your refund within 14 days, please check with your payment method provider (c.card / bank) to see if any transactions are pending. If you have contacted your credit card company and bank, but have not received the refund, please contact us and we will investigate this for you.

4. Exchanges:

- 4.1. Unfortunately, due to nature of the product we do not offer exchanges.

5. Commissions:

- 5.1. Commissioned pieces of art are non-refundable.