

Refund Policy

Damaged items

In the event that an artwork *arrives* to the customer damaged, please email me asap with photos of the item and the packaging, which will be needed to claim compensation from the shipping company. A refund or exchange will be arranged once shipping cover compensation has been received.

Change of mind

A refund for the price of the item or an exchange for a different item can be issued if the customer is able to return the item *undamaged in its original packaging* (or paid for professional packaging) at their cost within 14 days of receiving it. The refund will be issued within a week once the painting is returned to the artist in an undamaged condition.

Paintings that are not returned within the 14 day timeframe or are returned damaged will not be eligible for a refund.

Commissions

Completed commission paintings are not eligible for a refund- the process is very open and collaborative from the outset to ensure all parties are satisfied with the design and the paintings development.

If the customer decides they do not wish to proceed with a commission after paying the first invoice of 50%, a full refund minus the design fee can be paid if notice is given within 7 days of paying the invoice. Each successive week will be eligible to a refund minus 10%. When week five since paying the first invoice has elapsed no refund will be issued due to work on the painting already being well underway.

Please email or fill out the contact page for any enquiries