

Return and Refund Policy

Effective Date: 27th May, 2025

Last Updated: 27th May, 2025

1. OVERVIEW

At our online store, we want you to be completely satisfied with your contemporary art purchase. We understand that buying art online requires trust, and we're committed to ensuring your experience exceeds expectations. This Return and Refund Policy outlines the conditions and procedures for returns, exchanges, and refunds.

This policy applies to all purchases made through our website, mobile application, or other sales channels, subject to the specific conditions outlined below.

2. RETURN WINDOW AND ELIGIBILITY

2.1 Standard Return Period

- **Prints and Reproductions:** 14 days from delivery date
- **Original Artworks:** 7 days from delivery date
- **Custom/Commissioned Works:** No returns (see Section 8)
- **Sale/Clearance Items:** No returns unless defective
- **Digital Downloads:** No returns after download

2.2 Extended Return Period

Premium Customers: Members of our VIP program receive:

- 21 days for prints and reproductions
- 14 days for original artworks
- Free return shipping on first return per year

2.3 Return Eligibility Criteria

To be eligible for return, artwork must meet ALL of the following conditions:

- Returned within the applicable return window
- In original, undamaged condition
- With all original packaging materials
- Accompanied by original purchase receipt/invoice
- Not altered, framed, or modified in any way

- Free from odors (smoke, perfume, food, etc.)
- No signs of hanging or mounting attempts

3. NON-RETURNABLE ITEMS

3.1 Excluded Items

The following items CANNOT be returned:

- **Custom commissioned artworks**
- **Personalized or customized pieces**
- **Digital art downloads** (after download)
- **Gift cards and vouchers**
- **Sale or clearance items** (unless defective)
- **Artwork damaged by customer negligence**
- **Items returned after the return period**
- **Artwork without authenticity certificates**

3.2 Special Circumstances

- **Limited Edition Prints:** May have restricted return policies
- **Artist Direct Sales:** Subject to individual artist return policies
- **International Orders:** Extended processing times apply
- **Bulk Orders:** Special return terms may apply

4. REASONS FOR RETURNS

4.1 Acceptable Return Reasons

We accept returns for the following reasons:

Quality Issues:

- Artwork received damaged during shipping
- Manufacturing defects in prints
- Color reproduction significantly different from website display
- Wrong artwork shipped
- Artwork not as described

Customer Satisfaction:

- Artwork doesn't match décor expectations
- Size concerns (within return window)
- Changed mind about purchase
- Duplicate purchase

4.2 Return Categories

Category A - Our Responsibility:

- Damaged in shipping
- Wrong item shipped
- Significantly different from description
- Manufacturing defects
- **Result:** Full refund + return shipping covered by us

Category B - Customer Choice:

- Changed mind
- Doesn't match décor
- Size concerns
- General dissatisfaction
- **Result:** Refund minus return shipping costs

5. RETURN PROCESS

5.1 Initiating a Return

Step 1: Contact Us

- Email: [Your Returns Email]
- Phone: [Your Phone Number]
- Online: Return request form on website
- Provide order number and reason for return

Step 2: Return Authorization

- We'll review your request within 24 hours
- Return Merchandise Authorization (RMA) number issued
- Return instructions and prepaid label (if applicable)

- Return deadline specified

Step 3: Package Preparation

- Use original packaging materials
- Include all certificates of authenticity
- Add RMA number to package
- Take photos before sealing for your records

5.2 Return Shipping Options

For Defective/Wrong Items (Category A):

- Prepaid return label provided
- Professional pickup arranged for valuable items
- Full shipping cost covered by us
- Insurance coverage included

For Customer Choice Returns (Category B):

- Customer arranges return shipping
- Use recommended courier services
- Ensure proper insurance coverage
- Track shipment until received

5.3 Recommended Return Shipping Methods

- **Standard Items:** Speed Post, BlueDart, DTDC
- **Valuable Items:** DHL, FedEx with insurance
- **Large Artworks:** Professional art logistics partners
- **Fragile Items:** White glove return service available

6. REFUND PROCESS

6.1 Inspection and Processing

Upon Receipt:

- Professional inspection within 24-48 hours
- Condition assessment documentation
- Quality verification against original condition

- Customer notification of inspection results

Processing Timeline:

- Inspection: 1-2 business days
- Refund approval: 1 business day
- Refund processing: 3-5 business days
- Total timeline: 5-8 business days from receipt

6.2 Refund Methods**Original Payment Method:**

- Credit/Debit Cards: 5-7 business days
- Net Banking: 3-5 business days
- UPI/Digital Wallets: 1-3 business days
- Bank Transfer: 2-4 business days
- EMI Purchases: Refund to original EMI account

Alternative Methods (if original method unavailable):

- Bank transfer to customer account
- Store credit (with bonus value)
- Gift card for future purchases

6.3 Refund Amounts**Full Refund Scenarios:**

- Defective or damaged items
- Wrong items shipped
- Significant description discrepancies
- Our shipping errors

Partial Refund Scenarios:

- Customer choice returns: Artwork cost minus return shipping
- Used or altered items: Prorated based on condition
- Missing components: Reduced by replacement cost
- Late returns: Subject to restocking fee

6.4 Restocking Fees

Applied in specific circumstances:

- Original artworks returned after 7 days: 10% fee
- Items returned without original packaging: 15% fee
- Returns requiring re-authentication: ₹500-2,000 fee
- Bulk order partial returns: 5% processing fee

7. EXCHANGES

7.1 Exchange Eligibility

- Same value or higher artwork
- Size exchanges for prints (within same series)
- Color variations (if available)
- Artist substitutions (similar style/price range)

7.2 Exchange Process

Step 1: Initiate exchange request **Step 2:** Return original artwork **Step 3:** Select replacement artwork **Step 4:** Pay difference (if applicable) **Step 5:** New artwork shipped after inspection

7.3 Exchange Shipping

- Return shipping: Customer responsibility
- New shipment: Free if exchange value is higher
- Same value exchanges: Standard shipping rates apply
- Express shipping available at additional cost

8. CUSTOM AND COMMISSIONED WORKS

8.1 No Return Policy

Custom and commissioned artworks are **non-returnable** because they are:

- Created specifically for the customer
- Cannot be resold to other customers
- Require significant artist time and resources
- Personalized to customer specifications

8.2 Quality Assurance

For commissioned works, we provide:

- Multiple approval stages during creation
- Progress photos and updates
- Final approval before completion
- 30-day warranty against defects
- Artist communication throughout process

8.3 Exceptions for Commissioned Works

Returns accepted only if:

- Artwork significantly deviates from approved design
- Materials used differ from agreed specifications
- Size variations exceed agreed tolerances
- Artist fails to deliver as per timeline (customer may cancel)

9. DAMAGED ITEMS PROCEDURE

9.1 Immediate Reporting

Within 48 Hours of Delivery:

- Contact customer service immediately
- Provide detailed photos of damage
- Keep all packaging materials
- Do not attempt repairs
- Avoid further handling

9.2 Documentation Required

- Order number and delivery details
- Photos of packaging (exterior and interior)
- Photos of damaged artwork (multiple angles)
- Delivery receipt and tracking information
- Any communication with delivery personnel

9.3 Resolution Options

For Shipping Damage:

- Full replacement at no cost
- Complete refund including shipping
- Professional restoration (if feasible)
- Artist re-creation (for originals)
- Insurance claim assistance

10. REFUND DELAYS AND ISSUES

10.1 Common Delay Causes

- Bank processing delays
- Incorrect account information
- Card/account closures
- International payment complications
- High transaction volumes during peak seasons

10.2 Tracking Your Refund

- Refund confirmation email sent when processed
- Reference number provided for tracking
- Bank statement update timeline varies
- Customer service available for status updates

10.3 Failed Refunds

If refund fails:

- Alternative payment method arrangement
- Store credit option with bonus value
- Bank transfer with verified account details
- Check/draft payment (for large amounts)

11. INTERNATIONAL RETURNS

11.1 Return Shipping

- Customer responsible for return shipping costs
- Customs documentation assistance provided
- Recommended international carriers list available

- Insurance required for valuable items

11.2 Customs and Duties

- Original customs duties non-refundable
- Return customs clearance customer responsibility
- Documentation support provided
- Potential additional fees for customs processing

11.3 Extended Processing

- Additional 5-10 business days for international returns
- Currency conversion handled at current rates
- International bank transfer fees may apply
- Communication in customer's preferred language

12. SPECIAL SITUATIONS

12.1 Artist Withdrawal

If an artist withdraws their work from our platform:

- 30-day notice to customers
- Full refund or alternative selection
- Artist consultation for suitable replacements
- No penalty to customers

12.2 Authentication Issues

If artwork authenticity is questioned:

- Independent expert evaluation
- Full investigation process
- Complete refund if authenticity disputed
- Legal assistance if needed

12.3 Gift Purchases

- Recipient can initiate returns
- Refund issued to original purchaser
- Gift receipt shows no price information

- Alternative gift selection available

13. CUSTOMER RESPONSIBILITIES

13.1 Proper Handling

- Handle artwork with clean, dry hands
- Avoid exposure to direct sunlight during inspection
- Maintain climate-controlled environment
- Keep away from moisture and heat sources

13.2 Return Preparation

- Use original packaging materials only
- Include all accessories and certificates
- Secure packaging to prevent damage
- Follow provided return instructions exactly

13.3 Communication

- Respond promptly to our communications
- Provide accurate information
- Report issues immediately
- Cooperate with inspection process

14. STORE CREDIT AND GIFT CARDS

14.1 Store Credit Benefits

- 110% value bonus (extra 10% value added)
- No expiration date
- Transferable to other customers
- Usable for any artwork or service
- Combinable with promotions

14.2 Gift Card Terms

- 12-month validity from issue date
- Non-refundable to cash
- Partial redemption allowed

- Replaceable if lost (with proof of purchase)
- Not applicable for custom works

15. DISPUTE RESOLUTION

15.1 Internal Resolution

- Customer service escalation process
- Manager review for complex cases
- Artist consultation when applicable
- Expert opinion for authenticity disputes

15.2 External Resolution

- Consumer forum complaints (as per Indian law)
- Mediation services
- Industry ombudsman
- Legal proceedings (last resort)

15.3 Documentation

- All communications recorded
- Photo evidence maintained
- Expert reports filed
- Legal consultation available

16. POLICY EXCEPTIONS

16.1 Discretionary Exceptions

Management may make exceptions for:

- Long-term loyal customers
- Exceptional circumstances
- Goodwill gestures
- Unique situations not covered in policy

16.2 Seasonal Considerations

- Extended return periods during festivals
- Holiday season special arrangements

- Weather-related shipping delays
- Peak season processing times

17. CONTACT INFORMATION

17.1 Returns Department

Primary Contact:

- Email: [Your Returns Email]
- Phone: [Your Phone Number]
- WhatsApp: +91 93121 57264
- Hours: Monday-Saturday, 9:00 AM - 7:00 PM IST

17.2 Escalation Contacts

For Complex Cases:

- Email: suryansh.mishra.sm6@gmail.com
- Response time: Within 20 hours

17.3 International Support

- Email: suryansh.mishra.sm6@gmail.com
- Time zones: Support available 24/7
- Language support: English, Hindi, and regional languages

18. POLICY UPDATES

We reserve the right to modify this Return and Refund Policy at any time. Changes will be:

- Posted on our website immediately
- Emailed to registered customers
- Applied to purchases made after the update date
- Not retroactively applied to existing orders

We stand behind the quality of our artwork and your satisfaction is our priority. This policy ensures a fair and transparent return process while protecting the interests of artists, customers, and our business.

For any questions about returns or refunds, please don't hesitate to contact our customer service team.