

REFUND POLICY DOCUMENT

www.art-marco.com

Art-Marco & ArtyArts

Last Updated: March 27, 2026

1. Introduction

Thank you for shopping at Art-Marco and ArtyArts. This Refund Policy outlines your rights and our procedures regarding returns, exchanges, and refunds for artwork and commission purchases made through our web sites.

<https://www.art-marco.co.uk> & <https://www.artyarts.com>

We are committed to ensuring your satisfaction with your purchase. If you're not completely satisfied, please review this policy to understand your options.

2. Eligibility for Returns

2.1.Distance Selling (Online Purchases)

Under the UK Consumer Contracts Regulations 2013, you have the right to return most items within 14 calendar days of receiving your delivery for a full refund, provided the item is:

- Unused and in the same condition you received it
- In the original packaging
- Accompanied by proof of purchase (receipt or order confirmation)

2.2.Custom/Commissioned Artwork

Commissioned artwork and custom pieces are exempt from the 14-day return policy once production has begun, as these are personalized items made to your specifications. However, you may request a refund if:

- The delivered work significantly differs from the agreed-upon commission

brief

- The artwork arrives damaged due to shipping or handling
- We made an error in fulfilling your order

3. Return Time Frame

Return Type	
Standard Artwork	14 Calendar Days from Delivery
Defective/Damaged Items	7 Days from delivery

Disputes	7 Days from delivery
-----------------	----------------------

4. Condition Requirements

To be eligible for a return, your item must be:

- Unused and in the same condition you received it
- In the original packaging with all protective materials
- Accompanied by a receipt or proof of purchase
- Free from damage caused by the customer (frames, glass, mounting)

5. Refund Process

5.1.How to Initiate a Return

1. Contact us within the return period at: email protected
2. Provide your order number and reason for return
3. Include photographs of the item (especially for damage claims)
4. Wait for our return authorisation and shipping instructions

5.2.Refund Methods

Refund Type	
Full Refund	Credit to your original payment method
Gallery Credit	10% Value, valid for 90 Days Exc (Delivery Costs)
Exchange	Equal Value Product (Exc Delivery Costs)

5.3.Refund Timeline

- Refunds are processed within 5–7 business days of receiving the returned item
- Bank processing times may add an additional 3–5 business days
- You will receive email confirmation when your refund is issued

6.0 Shipping Costs

Situation	Shipping Refund
Defective/Damaged Item	Yes we cover all shipping costs
Incorrect Item	Yes we cover all shipping costs
Change of Mind	Customer Pays
Original Delivery	Non Refundable

7.0 Non-Returnable Items

The following items cannot be returned or refunded:

- Custom/commissioned artwork (once production begins)
- Downloaded digital art files
- Opened protective packaging that compromises artwork integrity
- Items damaged by customer handling after delivery
- Sale items marked "Final Sale" (unless defective)

8. Damaged or Defective Items

If your artwork arrives damaged:

1. Contact us within 3 days of delivery
 2. Provide detailed photographs showing the damage
 3. Include the original packaging (do not discard)
 4. We will investigate and provide a solution within 48 hours
- Solutions may include:
- Full refund
 - Free replacement
 - Repair (if applicable)

9. Exchange Policy

We offer exchanges for:

- Incorrect items sent by us
 - Damaged items (see Section 8)
 - Size/framing variations (subject to availability)
- Exchange terms:
- Any price difference is the customer's responsibility
 - We cannot refund if the replacement is less expensive
 - Each item may only be exchanged once

10. International Orders

For orders outside the UK:

- Customers are responsible for customs duties and import taxes

- Return shipping costs are the customer's responsibility
- Original shipping costs are non-refundable
- Refunds exclude any non-refundable import fees

11. Customer Responsibilities

As the customer, you are responsible for:

- Returning the item safely using approved shipping methods
- Packaging the artwork securely to prevent damage during transit
- Retaining tracking information for your return shipment • Ensuring the return is sent within the specified timeframe We are not liable for:
- Items lost in transit without tracking
- Damage caused by improper packaging
- Returns sent after the deadline

12. Contact Information

Returns Department



Email: mark@art-marco.com



General Inquiries: mark@art-marco.com



Websites: www.art-marco.com & www.artyarts.com

Business Hours: Monday–Friday, 9:00 AM – 5:00 PM GMT

13. Legal Rights

This policy does not affect your statutory rights under:

- Consumer Rights Act 2015 (UK)
- Consumer Contracts Regulations 2013 (UK)
- Consumer Protection from Unfair Trading Regulations 2008 (UK)

You have legal rights if an item is faulty, not as described, or not fit for purpose. These rights are not affected by this policy.

14. Policy Changes

We reserve the right to update this Refund Policy at any time. The most current version will always be available on our websites.

Your purchase is governed by the policy in effect at the time of purchase.

15. Acknowledgment

By purchasing from us, you acknowledge that you have read, understood, and agreed to this Refund Policy.

Thank you for shopping with Art-Marco.

We appreciate your business and are committed to your satisfaction.

Document Version: 1.0

Created: March 27, 2026