

## **Return & Refund Policy**

Thank-you for shopping at DORINA ZIESKE ART!

It's always my priority to deliver a good quality product, along with giving you the best customer experience that I can, and that you are happy with your new purchase.

I take special care in packaging my artwork to ensure it arrives to you safely.

(please take a look and read guidelines below as to what items are returnable and non-returnable)

### **Returnable Items**

- ◆ 14 days to return original paintings from the date you receive it
- ◆ 14 days to return wall sculpture ornaments from the date you receive it

### **To Qualify for A Refund**

- ◆ item will need to be in the same original condition as you received it
- ◆ will need to be in all original packaging
- ◆ you will need to provide a proof of purchase from original invoice or receipt
- ◆ you will be responsible for paying your own shipping costs for returning item to my address.
- ◆ once item is returned I will let you know that I received it. Upon inspection, if it is in original condition you will receive a refund. You will receive payment in the manner it was made to me.

### **Non-returnable Items**

- ◆ any item in store marked "on sale or promotional sale " are non- returnable
- ◆ custom ordered giclee canvas prints are non-returnable (please read section regarding defected item)

### **Defected Item**

- This qualifies for giclee canvas prints only. If there is a defect in the print upon receiving product, please take pictures and email them to me right away. You will be replaced with a new print at no extra charge.

### **Damaged Item**

- ◆ On the day you receive your purchase, if it's been damaged as a result from shipping, you will need to provide pictures and email them to me right away. (For insurance purposes, you will need pictures, date of purchase with original invoice, damaged piece, all original shipping packaging, shipping receipt, tracking number)

I hope unforeseen events do not occur. If it does, I will do my best to help you out in any way I can to make things right. And always, please feel free to contact me if you have any questions.

Thank-you!

Dorina Zieske

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