



## Refund and Returns Policy

Thank you for buying from Beate Allerton Art.

From the time you receive your art piece, **you have seven (7) days to decide whether to keep the work or return the artwork in its original condition for a refund.**

I also require all returned artwork to be **shipped out by you within three (3) days, or on a date agreed within a seven day period** after confirming with me that the work will be returned.

So, if you receive artwork you've purchased from Beate Allerton Art and are not fully satisfied, you have **seven (7) days** to notify me that you'd like to return the work. Then, you'll have **three(3) days, or negotiate a specific day within a seven day period** from the day you contacted me to ship out the artwork through a traceable method and provide me with the shipment's tracking number.

If you do not notify me of your intent to return the work within 7 days of receipt or you do not ship the work **within 3 days of notifying me, or from the date agreed**, you will **NOT** be eligible for a refund. To be eligible for a refund the work has to be in the same condition you received it in.

**Step 1**—Within seven (7) days of your merchandise delivery date, please email [beate.allerton@btinternet.com](mailto:beate.allerton@btinternet.com) to give me your order information and the reason for wanting to return the work.

**Step 2** – Repackage the artwork using the original packaging materials used by Beate Allerton Art. If you've already disposed of the original packaging, you'll be responsible for purchasing packaging materials to send the artwork back safely to Beate Allerton Art.

**Please refer to the Packaging Guidelines at the end of this document for instructions on how to safely package artwork for shipment.**

**Step 3** – Arrange to send the packaged artwork directly back to Beate Allerton Art using a traceable shipping method. The shipping address will be provided by email after contacting me with your decision.

**Step 4** – Email all shipping details including tracking number to [beate.allerton@btinternet.com](mailto:beate.allerton@btinternet.com)

Once the piece reaches Beate Allerton Art, I will inspect it and notify you of its return. **To be eligible for a refund the work has to be in the same condition you received it in.**

I will process your return and the amount owed will be refunded to your original source of payment in the same currency and using the same exchange rate as your original order (minus shipping costs and international customs fees, if any) within 7-10 business days of your merchandise return.

### **Additional information about returning original artwork—PLEASE READ.**

- Beate Allerton Art is not responsible for undelivered returns.
- Additional shipping fees may apply for international returns. Please note that these fees may possibly be avoided if you inform the courier that the item is a return—though I can't guarantee this.

## Damaged Artwork:

**Step 1** – Within seven (7) days of your merchandise delivery date, please email [beate.allerton@btinternet.com](mailto:beate.allerton@btinternet.com)

**Step 2** - Save original packaging!

**Step 3** - Take photos of damaged artwork and packaging. Please email these photos to [beate.allerton@btinternet.com](mailto:beate.allerton@btinternet.com)

**Step 4** - I will contact you to discuss next steps.

## Packaging Guidelines

Repackage the artwork using the original packaging materials used by Beate Allerton Art. If you've already disposed of the original packaging, you'll be responsible for purchasing packaging materials to send the artwork back safely to Beate Allerton Art.

The most common type of damage is abrasion of the artwork's surface due to inadequate wrapping and padding.

All artwork should be wrapped with tissue and then thoroughly padded (preferably with bubble wrap) to protect the work's delicate surface.

You should take extra care wrapping paintings with raised surfaces, adding an extra layer of padding if necessary.

Works of art that are loose inside the package will almost always get damaged. The friction due to rapid movement and handling of your package will cause damage to the work if it's not properly padded and stabilized.

The corners of flat artworks are especially susceptible to damage in the work isn't secure inside the package.

Artwork in transit is subject to pressure from the weight of other objects and possible accidental drops/falls of approximately 3-4 feet. Make sure that your outer packaging is very sturdy and that your inner packaging provides enough buffering/stabilization to withstand occasional rough handling.

Please label your parcel with highly visible writing 'Fragile' 'Handle with Care' ' or 'Art and Glass'. Also provide a note on the despatch or online courier form that this is a piece of art and fragile.