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Returns Policy

In the unlikely event that you are not happy with the artwork you have ordered, under UK Distance Selling regulations, you are permitted to return it within 14 days of receipt. Please inform us of your intention to return the artwork by using the [Contact Form](#)

Any returned artwork must be packaged in the same manner as it was when despatched to you. Details of the packaging and method can be found on our [Packaging Page](#). In order to preserve the packaging, please unpack the artwork as shown on our [Unpacking Page](#).

If you are considering the possibility of returning the artwork, please do not frame it. These are box canvases with painted sides, framing will damage the sides and thus render the artwork illegible for a refund should you need to return it.

Refunds

Once we have received the returned artwork and checked it is undamaged you will be refunded the amount shown on the individual artwork page. Shipping is charged separately, although it may be shown on your payment card account as a single charge, and unfortunately cannot be refunded. Return of the artwork is at the customer's expense and cannot be refunded.

We cannot provide a refund any artwork that is returned to us damaged.

Artwork arriving damaged

If the artwork arrives damaged, please inform us immediately using the [Contact Page](#). As the artwork is insured by us during shipping, we will ask you to take photographs of the damage and return the artwork. In this instance you will be refunded all costs in full including any amounts paid by you for returning the damaged artwork.

Artwork damaged during return

We can only insure the artwork while it is being shipped to you, not during its return. If it is found to be damaged when it is returned to us, unfortunately we cannot provide a refund. We therefore recommend taking out your own insurance to cover the return journey.