**MOATZART RETURN POLICY**

I appreciate that buying artwork online can be daunting, and therefore I offer a 30 day returns policy.

Therefore, you can live with your chosen artwork for a month and try it out in your space.

**Please unpack carefully and retain all packaging until you have decided that you are happy with your purchase.**

**Do not ship the artwork without contacting me, otherwise you will not receive a refund.**

**This means that within 30 days of receiving the artwork, you must contact me about your return request at** [**alemotiu@yahoo.com**](mailto:alemotiu@yahoo.com) with your reason, and in the case of unfortunate damage in transit, with images. If your request is accepted, you then have **7 days to post the item** **in its original packaging**. Once posted, please email me with the shipping reference to confirm the return.

**The client incurs the cost of the shipping for the return**.

Upon the safe receiving of the artwork, **and if this is in the exact same condition as that in which it had been sent,** I will refund the full cost of the item (excluding any shipping costs or other fees, if any). Damaged artwork due to improper packaging will not be refunded.

If you do not notify me of your intent to return the work within 30 days of receipt or you do not ship the work within 7 days of notifying me, you will NOT be eligible for a refund. (Some exceptions will apply. Please contact me for an assessment of your specific situation.)

If you would like to exchange an item, please follow the return process and place a new order.

Please allow up to 10 working days for the processing of the refund.

If you would like to cancel your order, please email me at [alemotiu@yahoo.com](mailto:alemotiu@yahoo.com) to notify me that you wish to cancel – if the order has been processed you will have to follow the return process above.