**MOATZART RETURN POLICY**

I appreciate that buying artwork online can be daunting, and therefore I offer a 7 day returns policy.

Therefore, you can live with your chosen artwork for a week 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 7 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 another **7 days to post the item** **in its original packaging, in a signed and tracked manner**, as I will not accept responsibility for items that fail to reach me, or that are damaged in transit due to improper 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), otherwise this will not be possible under any circumstance. Damaged artwork due to improper packaging will not be refunded.

If you do not notify us of your intent to return the work within 7 days of receipt or you do not ship the work within 7 days of notifying us, you will NOT be eligible for a refund. (Some exceptions will apply. Please contact us 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 process you will have to follow the return process above.