

## CANCELLATIONS, RETURNS AND REFUNDS

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## HOW DO I REQUEST A RETURN AND A REFUND?

To request a return and a refund:

1. Log into your Perdomo Gallery account.
2. Go to your 'My Orders' page.
3. Open the order that you wish to return by clicking on "View +".
4. Click the "Return artwork" button at the bottom of the order.

Note: you will only see this button if the order is still within its 10-day return period.

5. Fill in and submit the Return form. If the artwork has arrived damaged, you must send images of the damage sustained.
6. Once we receive your request we'll process it within 3 working days.
7. We will confirm the eligibility of your return and will provide you with all instructions and return shipping labels via email.
8. Your refund will be issued within 24-48 hours after the artwork is received at the designated address.

## WHAT IS THE CUSTOMER RETURNS POLICY?

We offer every customer a 10-day no-risk money-back guarantee on your order. We will arrange the collection and return shipment of any artwork you purchase through our platform at no cost to you.

Please note that the following is required for a returns request to be accepted:

- It has to be less than 10 days since you have received the artwork.
- The artwork must be in the same condition as it arrived.
- Please note artworks must be carefully readied for return shipment in their original packaging\* in order to qualify for a refund.
- It is important therefore that you take care of the packing material when unpacking the purchased artworks.
- For artworks that arrived damaged we ask for a photo of the damage to be provided so that the artist can learn more about what went wrong with their particular shipment.

\*If the packaging was insufficient, please package to the best of your ability and be sure to take pictures for insurance purposes.

Note: After the request for return is approved, you will have additional 10 days in which to fulfill the return of the artwork.

## HOW CAN I REQUEST A REFUND?

Any work of art that qualifies for a return will also qualify for a refund. However, the refund will only be issued after the returned artwork is received.

## MY ARTWORK HAS ARRIVED DAMAGED. HOW CAN I GET A REFUND?

If your artwork has arrived damaged, we still need you to go through the returns procedure, just so our system is aware that a refund will be required and so that the artist is formally notified:

- Log into your Perdomo Gallery account.
- Go to 'My orders' page.
- Open the order that you wish to return by clicking on "View +".
- Click the 'Return Artwork' button at the bottom of the order. Note: You will only see this button if the order is still within your 10-day return period.
- Fill in and submit the Return form. If the artwork has been damaged, you must send images of the damage sustained.

However the following must apply:

- It is less than 10 days since you have received the artwork.
- You have retained all original packaging for the artwork.
- The artwork has been prepared for return shipment in their original packaging\*.

In case of **limited edition prints** ordered via Perdomo Gallery, you can request a replacement (subject to availability). Please be sure to make this comment when you fill in the returns form. In this case the seller will ship your new artwork to you as soon as receipt of the original artwork has been confirmed.

\*If the packaging was insufficient, please package to the best of your ability and be sure to take pictures for insurance purposes.

## HOW CAN I CANCEL MY ORDER?

You are entitled to cancel your order at any point until the artwork is shipped. Once the artwork is shipped, then you will have to wait until you receive it to process a return request.

If you have not yet received a shipment confirmation email:

- Go to your 'My orders' page.
- Open the order that you wish to cancel by clicking on "View +".
- Click the 'Cancel Order' button at the bottom of the order.
- Fill out the form including a brief reason for the cancellation, and click "Send".
- Once we confirm the cancellation, you will be immediately refunded thru your original payment method.

If you have received a shipment confirmation email:

- You will need to wait until receipt of the artwork, after which you can request a return under our 10 day no risk policy
- See How do I request a return and a refund? (at the beginning of the current PDF ) for instructions on how to request a return.
- You will be refunded as soon as receipt of the artwork has been confirmed.

## I THINK MY ARTWORK HAS BEEN LOST. HOW DO I RECEIVE A REFUND?

If you are experiencing a significant delay in the arrival of an artwork, it is vital that you send us a message with us within 10 days of the estimated time of arrival displayed on your shipment confirmation email.

Contact us including the name of the artist, the title of the artwork, and the order number.

Should your artwork not have arrived within 30 days of the estimated time of arrival stated on your shipment confirmation email, please contact us.