

TREBOR ART GALLERY

ONLINE SALES - 10 DAY RETURN POLICY

10 DAY SIMPLIFIED RETURN PROCESS

If a purchaser wishes to return a painting our process is quite simple. Just notify Trebor Art Gallery within ten (10) calendar days from the shipping date of the work of art by e-mail to info@treborart.com. The purchaser may return the work of art for a complete refund of the purchase price of the painting by following the following guidelines:

- The purchaser *is responsible for the return shipping costs* of the artwork back to the gallery. This includes all shipping, packaging and insurance fees plus any other related costs due to the return of the painting.
- The artwork must be returned in the exact same condition that it was shipped by Trebor Art Gallery. If possible, the original packaging material should be used.
- A return notice was sent by email to the gallery within the required ten (10) calendar days from the shipping date. The purchaser may call the gallery to make alternate arrangements if required. Trebor wishes that all his customers remain satisfied with their shopping experience with his art gallery.
- The original artwork must be shipped back to the gallery within five (5) calendar days of the date of an email notification by the purchaser to the gallery.
- The “full” reimbursement of the painting’s selling price will be made using the same payment method that was used to pay for the purchase. Trebor will automatically let you know of our reimbursement date by email. The normal refund banking delays of your bank or credit card company then applies. No other substitute refund arrangements will be made other than the original billing arrangement.
- The purchaser may use the credited selling price of a returned painting towards the purchase of another or more expensive Trebor painting.