

## TREBOR ART GALLERY ONLINE SALES - RETURN POLICY

**Returning a painting:** Trebor is so sure that you will love your piece of art, he offers a “no question asked” return policy. However, if it should occur and you are not totally satisfied with your purchase, let us know by email, within ten (10) calendar days of our shipping date and we will reimburse you the full cost of the painting purchase price once it has been returned to the gallery.

**Returning prints and wearable art:** Every Trebor paper, canvas and print reproduction plus the wearable art is made “on a demand basis” by the gallery especially for you and to assure quality controls. Therefore, we do not offer exchanges or accept returns. However, if your prints or wearable art arrives damaged in any way due to shipping damages, please email [info@treborart.com](mailto:info@treborart.com) with supporting photos or documents; return the damaged article and a replacement will be sent to you upon us receiving the original damaged print or wearable art.

- The purchaser is responsible for the return shipping costs of the product 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 product 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 request to return notice, as mentioned above, was sent by email by the purchaser to the gallery within the required ten (10) calendar days from the shipping date explaining the situation.
- The original product 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 reimbursement will be made once the product has been received and inspected by Trebor Art Gallery.
- The “full” reimbursement of the products selling price will be made using the same payment method that was used to pay for the purchase. The normal refund banking delays of your bank or credit card company then applies. No other substitute refund arrangements will be made other than what was on the original billing arrangement.