

TREBOR ART GALLERY

HANDS-ON PREVIEWING

ENJOY YOUR TREBOR PAINTING...

Trebor aspires that all the purchasers be 100% satisfied with their new artwork after previewing the painting in their chosen location. If for whatever reason this is not the case, the buyer may return the painting for a full refund of the purchase price, no questions asked.

The return process is as simple as our 10-day refund policy if the painting is damaged during shipping. 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 by following these 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 Trebor painting.