

REFUNDS & EXCHANGES POLICY

After receiving your painting or print you can return it for any reason within 7 days for a refund, credit, or exchange. Any refund, credit or exchange will be for the full value of the work excluding the original delivery charges. Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear in your account, depending on the original method of payment. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Items damaged or altered after receipt in any way.

For products damaged during delivery, please contact us to arrange a refund or exchange.

Please Note

- Items must be returned in exactly the same condition as they are received. We recommend using the same packaging as we sent the work to you in to ensure its safety throughout the delivery.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
077389-49714
info@dianakrilova.com