

# Return Policy

We want you to be completely satisfied with your purchase from Unframed Art Gallery. If for any reason you're not happy with your Artwork, you have the right to return it within 14 days from the date of receipt. Please read our return policy below for more information:

## 1. Right of Withdrawal:

You have the right to withdraw from the purchase agreement within 14 days from the day you receive the Artwork. During this period, you may carefully assess the Artwork to decide whether you'd like to keep it.

## 2. How to Initiate a Return:

To initiate a return, please follow these steps:

- Notify us of your decision to return the Artwork by sending an email to [info@unframed-art-gallery.com](mailto:info@unframed-art-gallery.com) within the 14-day withdrawal period.
- We will provide you with further instructions on how to safely package and return the Artwork.

## 3. Return Conditions:

- The Artwork must be returned in its original condition and packaging.
- You are responsible for the return shipping costs.
- Please ensure that the Artwork is securely packaged to prevent damage during transit.

## 4. Refund Process:

- Once we receive the returned Artwork and verify its condition, we will process your refund within 14 days.
- The refund will be issued to the original payment method used for the purchase.
- Any shipping costs paid during the initial purchase will not be refunded.

## 5. Exclusions:

- Custom-made Artworks or Artworks that are unfit for return due to their nature are excluded from the right of withdrawal.

## 6. Damaged or Incorrect Artworks:

- If the received Artwork is damaged or incorrect, please notify us within three days of receipt by sending an email to [info@unframed-art-gallery.com](mailto:info@unframed-art-gallery.com). We will assist you in resolving the issue promptly.

## 7. Contact Us:

If you have any questions or need assistance with the return process, please contact us at [info@unframed-art-gallery.com](mailto:info@unframed-art-gallery.com) or call us at +31 6 22 55 50 15 (14:00 – 20:00).