



RETURNS, CREDITS & REFUNDS

We take pride in the quality of the artwork we sell on consignment to you and offering great customer service is our top priority. If you are not completely satisfied with your order for whatever reason please call us immediately toll free at 1-866-251-1682. We will gladly assist you with your return or exchange!

All artwork can be returned within 14 days if it is in the original packaging and in the same condition. We will credit back your money within 5-7 business days after receipt of the item. You will be refunded on the same credit card you used to purchase the art unless otherwise requested. Free shipping is available for returns within 7 days.

4 Easy Steps to Make a Return

- 1. Choose a shipping method with a tracking number.** A tracking number is important to reduce the chances of the artwork getting lost or stolen on its way back. Important: When filling out the shipment form you must indicate that a signature is required upon delivery.
- 2. Address package to the sender.** Return the item to the sender's address (our consignment partner) that will be printed on the original shipping label that came with your order and posted on the original package.
- 3. Use original packaging and careful handling.** The artwork must be packed in original packaging that it came in. Please use extreme care when handling and packing the artwork. Proper handling is very important to avoid damages that may occur during re-packing or transit.
- 4. Enclose original receipt.** Enclose a copy of the original receipt that was included in your package so we can easily process the refund for you. Your contact information should be on the receipt. If it has changed please enclose a note with your new contact information (name, address, phone number and/or email). This will help expedite the return.

Return Guidelines

Original Condition. Artwork must be returned in the original condition in which it was received. All damage claims must be made within 7 days of delivery. If damaged upon arrival, you have the right to refuse the order by calling us immediately toll free at 1-866-251-1682.

Refunds Within 14 Days. Artwork must be postmarked within 14 days of the original shipping date in order for return to be accepted. We will credit funds within 5-7 business days after receipt of the item. You will be refunded on the same credit card you used to purchase the art unless otherwise requested. Unfortunately, we cannot refund shipping

and handling charges.

Proper Handling of Artwork. When handling an artwork it is very important to proceed with caution and be aware of basic handling tips. **Basic Handling Tips:** Always handle artwork with clean, dry hands, preferably with cotton gloves. When replacing the artwork back in the original packaging, use the same protective sheets to cover both sides of the artwork. Avoid anything that it can come into physical contact with the artwork. Be mindful of the corners that can easily bend or crease. Tightly close the artwork inside the cardboard packaging so the artwork does not have room to slide around.

NOTE: Do not use adhesives of any kind (ie. tape, glue, staples) to secure the artwork to the packaging materials. If the work is returned damaged including bent or creased corners we will not be able to accept your return.

Do not hesitate to call our experts about art handling and packing toll free at 1-866-251-1682.

Return insurance. Returned items must be insured for the value of the retail purchase. If you return an item without insuring it and it is lost or damaged, we can not refund your money. Should an insured return item be damaged or lost in transit you must supply us with all documentation necessary to make a claim with FedEx. Without such documentation refunds are not available.

Oversized items. For larger items please call EditionedArt Customer Support at 1-866-251-1682 anytime between the hours of 7AM-1AM EST, Monday through Sunday.

Gift Cards. Credit may be given in the form of an EditionedArt Gift Card upon request. Please call 1-866-251-1682 to inquire.

SHIPPING

Shipping options and carriers. Artwork will be shipped to you via Federal Express Ground (up to 5 days). Tracking codes are available to check status. The art will be packaged in appropriate art handling materials. As a general rule, you can expect orders shipped FedEx Ground within 5 days.

Expedited shipping. FedEx also ships Overnight Air and 2nd-Day Air. Expedited shipping is only available on those products that can be air shipped in accordance with FedEx shipping requirements and Federal Regulations. Art on the EditionedArt.com website that cannot be expedited are duly noted on the product information page. If you would like have a shipment expedited please contact customer service at 1-866-251-1682.

Shipping delays. We aim to send out all orders within 3 business days subject to credit clearance, address verification and availability of items. An order may not always ship on the same day it is placed. Placing your order very late in the day, for example, after the shipping companies have picked up their last shipment, is one factor that can affect

shipping time. Also, some orders may take longer to put together, pack and ship than others. We will contact you if there is a delay or if items are out of stock. Orders received on Saturday or Sunday will be processed the following business day. No orders can ship out on Saturday or Sunday.

Order confirmations. We will automatically send you an email confirmation acknowledging receipt of your order and order tracking information. Please supply us with a valid email address when you place your order to receive your electronic order confirmation. Multiple addresses. Please place a separate order for each address, or call us toll free at 1-866-251-1682 to confirm multiple addresses.

Sales Tax. If shipping outside of New York State, sales tax does not apply. If shipping in New York City 8.25% tax is added and is outside the city but in New York state, 4% tax is added. EditionedArt is located in New York City.

Damaged packages. If you receive a damaged order by the delivery company, please call us at 1-866-251-1682 within 3 days to report any damages. We are available 7:00 A.M. – 1:00 A.M. Eastern Standard Time, Monday to Friday

International shipping and Alaska, Hawaiian or U.S. Territories. Shipping internationally or to Alaska, Hawaii or U.S. Territories is accepted. We accept all credit cards from foreign countries and make the necessary monetary conversions for the buyer. Alaska and Hawaii orders may take up to two additional business days in delivery time and ‘home delivery’ is not available. Both the billing and shipping addresses must be in the U.S.

EDITIONEDART CUSTOMER SUPPORT

We are available anytime for you! Just call toll free 1-866-251-1682. For the faster service please email store@editionedart.com. Our EditionedArt customer support staff is available 24 hours a day, 7 days a week. Please allow for delays in response during peak times, off hours and holidays.