

Delivery/Returns.

Delivery

The time it takes to despatch your artwork varies and so each item has a specific timescale detailed within the description for that piece. Should you require a piece sooner than detailed please get in touch to discuss your requirements prior to purchase. Delivery within the UK is free of charge except for Art Greeting cards. For delivery outside the UK please email Sales@artowl.co.uk to discuss postage costs prior to purchase. This will vary from country to country and art stone collectibles cannot be shipped to certain parts of the world due to local restrictions in force. Please also be aware that customs and import taxes are to be paid by the customer and these can be quite expensive. If you would like an estimation of such costs, I will do my best to advise you.

Returns

Thank you for shopping with JanineRawal.Art. I hope you love your purchase as much as I enjoyed creating it for you. If for any reason you are not delighted with your purchase, please get in touch by email: Sales@artowl.co.uk or use the contact form on this site.

Items can be returned. They must be returned within 28 days of the date of delivery having informed me in writing within 14 days of delivery. Your refund will then be processed within 14 days.

Conditions of return

Buyers are responsible for return postage costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value

The following items can't be returned or exchanged

Because of the nature of these items, unless they arrive damaged or defective, I can't accept returns for:

- Custom or personalised orders
- Digital downloads
- Commissioned items