

RETURNS and REFUND POLICY

I have received my artwork, and I don't like it?

I really hope you are fully satisfied with your new artwork, however, if you're not happy with your purchase, I offer a 30-day refund period.

Please note: refunds aren't available on commissions.

Please contact me within 30 days to request a refund. When a return agreement has been accepted, please send back using the same service you received your artwork with original packaging and the artwork in perfect condition. You will be responsible for the cost of return shipping costs. When I receive your artwork(s), I will refund your payment within 14 days.

What if my painting arrives damaged?

I ensure all artwork is carefully packed and wrapped to protect it while in transit, however if you receive your artwork that has been damaged in transit, please contact me within 7 days, and if possible, please take photos of the damage and email to me at:
hello@jennylawfineart.co.uk