

## 1. Introduction

### 1.1 We understand that from time to time you may wish to return a product to us.

1.2 We have created this policy to enable you to return products to us in appropriate circumstances.

1.3 This policy shall apply to all of our customers, irrespective of their geographical location.

1.4 This policy shall apply to all orders submitted through our website.

1.5 This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

## 2. Returns

2.1 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:

- (a) we receive the returned product in saleable condition in original packaging within 14 days following the date of delivery of the product to you;
- (b) the returned artwork is unused enabling us to sell the artwork as new;
- (c) you comply with the procedure set out in this policy in relation to the return of the product; and
- (d) none of the exclusions set out in this policy apply.

## 3. Returns procedure

3.1 In order to take advantage of your rights under this policy, you must contact us to obtain a return authorisation number and return address, then send the product to the artist with a covering note quoting that number.

3.2 You will be responsible for paying postage costs associated with returns under this policy. **You are responsible for your parcel until it has been received by the artist. We regret we cannot accept liability for items lost in transit.**

## 4. Exclusions

4.1 The following types of product may not be returned under this policy:

- (a) any product custom-made to your specification;
- (b) any product made to order;
- (c) any product personalised or adapted for you.

## 5. Refunds

5.1 We will give you a refund for products properly returned by you in accordance with this policy.

5.2 We will not refund to you the original delivery charges relating to the returned product.

5.3 We will not refund to you any costs you incur in returning the product to us.

5.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

5.5 We will process the refund due to you as soon as possible, usually 2 days and, in any event, within 30 days following the day we receive your returned product.

## **6. Improper returns**

6.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:

- (a) we will not refund the purchase price or exchange the product;
- (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
- (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or resell the returned product in our sole discretion without any liability to you.

## **7. Our details**

7.1 This website is owned and operated by UK Artists Limited .

7.2 Our principal place of business is at 20 Culworth Close, Leamington Spa, CV31 3DH, United Kingdom.

7.3 You can contact us:

- (a) by post, using the postal address given above;
- (b) using our website contact form; <https://www.ukartistsonline.com/contact-us.aspx>
- (c) by telephone, on the contact number published on our website; or
- (d) by email, using the email address published on our website.