



JACKLEY ART

Listen to your Art

## RETURN POLICY

### **Returns:**

JackleyArt hopes you are very happy with the item(s) you purchase. However if you are not, you may return the goods within seven (7) working days, beginning with the day you receive the goods. You must notify JackleyArt by contacting through the website, by calling 920-476-8516, or by emailing [contact@jackleyart.com](mailto:contact@jackleyart.com).

Once JackleyArt has received confirmation from you that you would like to return your order, you will be emailed an address to return items. Return the goods to JackleyArt at your expense in unused condition and in the original undamaged packaging (or packaging of the same quality). JackleyArt recommends using an insured delivery service.

You must retain possession of any goods and insure that such goods are kept in the same condition as they were when they were delivered, until such time that they are delivered back to JackleyArt by you.

We will refund the full cost of the goods including the original postage and packaging. We will issue the refund using the same payment method that you used to purchase the goods. The refund will be made within 30 days of receiving the returned goods.

### **Damage or Faulty Goods:**

JackleyArt takes the utmost care in packaging the goods, and only use reliable, professional carriers. Nevertheless, you must examine goods on arrival before signing for them.

Goods must be moved carefully from packaging as JackleyArt accepts no liability for any damage incurred to the artwork during unpackaging or shipment by the carrier.

We will refund the full purchase price including postage and packing of an goods which are delivered in a damaged or faulty condition (other than due to failure to follow instructions or misuse). Alternatively, at your option, we will replace the item with the same or a similar product (subject to stock availability). If a product is damaged, please contact JackleyArt at once and no later than 7 working days of receipt.

JackleyArt reserves the right to refuse to issue a refund/replacement item and to recover the cost of the returns delivery from you in the event that the item is found to have suffered damage after delivery or has been misused or used other than in accordance with the instructions or if the problem is due to normal wear and tear.

### **Late or missing refunds:**

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact JackleyArt by contacting through the website, by calling 920-476-8516, or by emailing [contact@jackleyart.com](mailto:contact@jackleyart.com).

### **Exchanges:**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, please contact JackleyArt by contacting through the website, by calling 920-476-8516, or by emailing [contact@jackleyart.com](mailto:contact@jackleyart.com).

### **Shipping:**

To return your product, please contact JackleyArt by contacting through the website, by calling 920-476-8516, or by emailing

contact@jackleyart.com. Once JackleyArt has received confirmation from you that you would like to return your order, you will be emailed an address to return items.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. JackleyArt doesn't guarantee that your returned item will be received.