

Return Policy for Artwork

I want you to be completely satisfied with the original artwork or print that you have purchased from me. In the unfortunate situation, that you need to return your artwork or print, here are the guidelines we can both follow together. If the guidelines are followed, we will be able to have artwork safely and securely returned, and the purchase price (not shipping) refunded in a timely manner.

Thank you,

Kassandra McNeil

WHAT TO DO:

- 1) If you are not happy with your order, you can return it to me within 14 days of the purchase date for a refund of the full purchase price, excluding all shipping costs. Please return your artwork as soon as possible, so that I receive it by the 14th day after your purchase date.
- 2) E-mail me at kasandramcneil150@gmail.com that you are returning your order, to receive authorization. You must include a phone number, so that I can call you prior to your returning the artwork.
- 3) Please pack the artwork back in the original tube or box as well as all packaging materials and certificate of authenticity that was included in the package. No return will be accepted unless the artwork is returned in perfect condition in its original packaging to qualify for a return.
- 4) Returns do not apply to commissions, which are nonrefundable.
- 5) Please send your artwork via a trackable method to:
Kassandra McNeil, P.O. Box 226, Nancy, KY 42544.
- 6) I will refund your account upon receipt of the package. You will be notified that the transfer of funds has transpired. Please allow at least 72 hours for the transfer of funds.
- 7) Should you want to talk to me, call 606-871-9723. If I'm away from my studio, please leave a detailed message. Because I am slightly hearing impaired, please speak slowly and thoroughly, leaving your name, number and a good time to reach you.
- 8) To cancel an order: Please contact me by both phone and e-mail, to ensure that I receive a timely message and the artwork is not sent out. Those messages much happen as soon as possible. If the order has already been processed, there may be a delay in cancelling and refunding your order. However, I will do everything in my power to work with you and accommodate the cancellation.
- 9) Acceptance of returns outside of the 14 days timeframe will be at my discretion. I will have to deal with each situation on an individual basis, with no promises that a refund will be possible.