



Russ Proctor Fine Art

www.rpfineart.com

Returns Procedure.

Never send anything back without contacting me first at info@rpfineart.com.

1. Notify me within 14 days of delivery if you wish to return your order.
2. Email photos to me if requested.
3. Package the artwork securely in its original condition and packaging, enclosing the original delivery note/valid receipt to help me identify your order. You are responsible for adequately packaging returned goods.
4. Return your order to me at your cost. It is required to only use a trackable, or recorded delivery service, with appropriate insurance to cover any loss.
5. As soon as your order has been received and processed, If the condition of a returned item is appropriate, I will email you to arrange a replacement or advise you of the refund.
6. Any refunds are issued only to the original cardholder and account used to place the order.

You can expect a response in 3 working days, rest assured I will always endeavour to resolve the matter. I may ask you to take photographs of the delivered items, and if I make such a request, please email them to info@rpfineart.com.

When requested, return your order to me at the address below, in its original condition, unopened (with any seals and packaging intact) within 30 days of receiving the item(s), enclosing the original delivery note to help me identify your order.

Items delivered to an overseas address must be returned within 30 days of the order cancellation date, unused, unopened (with any seals and packaging intact) and accompanied by the original delivery note to help me identify your order.

I offer several methods of compensation for a returned item if the product is undamaged, and the package is in proper condition:

- Replacement. (if available)
- Money refund. I will return the cost of the item you spent to purchase.
- Credit Note as an e-Gift card. I will issue a Russ Proctor Fine Art (RPFA) e-Gift card equal to the cost of the item to be used on my Site with another purchase.

Although you are free to choose preferred compensation, I reserve the right to change the list of available compensation options depending on the items returned, customer location, banking peculiarities, or other reasons, without prejudice.

If you want to return a print after 30 days, it is at my discretion to refund or offer a credit note (as an RPFA e-Gift Card). I do not offer refunds on extended returns.

All orders returned to Russ Proctor Fine Art are made at your own cost and risk. It is required to only use a trackable, or recorded delivery service, with appropriate insurance to cover any loss.

Russ Proctor Fine Art cannot be held liable should your order be returned damaged, or to disappear, during return transit. A refund or replacement would not be available in this instance.

Return postage will be refunded only if the goods being returned were delivered in a damaged or faulty condition.



Please Post Returns to:

Order Returns
Russ Proctor Fine Art
5 Cope Court
Swineshead
Lincolnshire
PE20 3JX
United Kingdom

What Happens Next

I'll send you an email as soon as I've received your return in its original condition and have processed your return.

- A returned item will be inspected upon arrival.
- If the condition an item has been returned in is inappropriate condition (e.g., prints have been removed from sealed bags or there are signs of wear) and am unable to put it back into stock, I may not be able to accept your return and I may have to send it back to you, or advise you of any refund deductions.
- If the condition of a returned item is appropriate, I will email you to arrange a refund, replacement (if available), or credit note (as a RPFA e-Gift Card).
- Money refunds are only issued back to the original cardholder and the account originally used to place the order.

Orders will be refunded within 14 days of receipt of the goods being returned.

REPLACEMENT OF GOODS

Russ Proctor Fine Art at their discretion, will replace any returned goods on a like-for-like basis, however, if a like-for-like replacement is not available the option of an alternative artwork, an RPFA e-Gift Card, or a refund will be offered to you.

Replacement of stock items will be made within 7 calendar days following the day after notifying the Buyer of receipt of and acceptance of their goods.

For goods which are made-to-order, the dispatch of replacement goods will be subject to production times at that point. You will be notified of the expected dispatch date.

Russ Proctor Fine Art will use the same postal service as selected by you at the time of the original purchase, with the same delivery time expectation.

RETURN SHIPPING

All orders returned to Russ Proctor Fine Art are made at your own cost and risk. It is required to only use a trackable, or recorded delivery service, with appropriate insurance to cover any loss.

Russ Proctor Fine Art cannot be held liable should your order be returned damaged, or to disappear, during return transit. A refund or replacement would not be available in this instance.

Return postage will be refunded only if the goods being returned were delivered damaged in transit or are in faulty condition.

Customs-free delivery of your artwork or print is guaranteed when you return your order within the United Kingdom.

You may be liable to pay customs charges when returning your order from other countries outside of the U.K. Any import or customs taxes incurred by Russ Proctor Fine Art for returns will be deducted from your refund, except where it has been agreed the goods were delivered to you damaged in transit or faulty.

Sales and Returns outside the UK are limited to £100 shipping costs, anything over this will have to be paid by the customer.

Russ Proctor Fine Art is not liable for any customs charges incurred when delivering your order nor for any order returns made outside the U.K.

Refunds are limited to the total cost of goods ordered and the initial cost of postage paid by the customer.