

LEST WE FORGET... Auction website ONLINE SALES - RETURN POLICY

Returning reproduction prints and wearable art: Every Trebor print and canvas (giclées) reproduction plus all wearable art is made “on a demand basis” by the gallery especially for you and to assure quality controls. Therefore, we do not offer exchanges or accept returns. However, if your prints or wearable art arrives damaged in any way due to shipping damages, please email info@treborart.com with supporting photos or documents; return the damaged article and a replacement will be sent to you upon us receiving the original damaged print or wearable art.

The following conditions apply:

- The purchaser is responsible for the return shipping costs of the product back to the gallery. This includes all shipping, packaging and insurance fees plus any other related costs due to the return of the painting.
- The product must be returned in the exact same condition that it was received by the purchaser. If possible, the original packaging material should be used.
- A request to return notice, as mentioned above, was sent by email by the purchaser to the gallery within the required ten (10) calendar days from the shipping date explaining the situation.
- The original product must be shipped back to the gallery within five (5) calendar days of the date of an email notification by the purchaser to the gallery.
- The reimbursement will be made once the product has been inspected by Trebor Art Gallery and the insurance claim has been received from the shipping company.
- The “full” reimbursement of the products selling price will be made using the same payment method that was used to pay for the purchase. The normal refund banking delays of your bank or credit card company then applies. No other substitute refund arrangements will be made other than what was on the original billing arrangement.