

SAMARA SHUTER

RETURN POLICY

ALL SALES ARE FINAL.

WE ONLY ACCEPT RETURNS FOR REFUND OR EXCHANGE FOR ARTISTIC WORKS DAMAGED IN TRANSIT.

“Artistic Works” shall include, but not be limited to: all the Artist’s original paintings, drawings, scanned Open-Run prints or scanned Limited Edition prints, colouring books, or other new/potential artwork done by the Artist, and any other reproductions or originals sold exclusively by the Artist or through the terms of this Agreement.

REFUNDS AND EXCHANGES

Steps To Complete Your Refund or Exchange (if applicable)

To be eligible for a refund or exchange, you must:

1. Email us within 48 hours of receiving the Artistic Works at studio@samshuter.com to alert us, including photos of the damage.
2. Return the damaged Artistic Works to us. See shipping section below.
3. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.
4. If you are approved, we will ship out a replacement, if available.
5. If a replacement is not available we will refund the full purchase price of your item and a credit will automatically be applied to your credit card or original method of payment, within a 30 day period, excluding any processing time out of our control.

Shipping

- To return your product, you should always contact us prior to shipping the item.
- Return Shipping Address: 1205-352 Front Street West, Toronto, Ontario, Canada, M5V 0K3
- You will be responsible for paying for your own shipping costs for returning your item.
- We would recommend using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.
- Depending on where you live, the time it may take for your exchanged product to reach you may vary.

Late or Missing Refunds (if applicable)

If you haven't received a refund after 30 days of receiving our refund approval email, please follow these steps:

1. Contact your credit card company, as it may take some time before your refund is officially posted.
2. If you've completed these steps and you still have not received your refund, please contact us at studio@samshuter.com.

Sale Items (if applicable)

Only regular priced items may be potentially refunded (if applicable to the above), unfortunately sale items are FINAL sale.

Gifts (if applicable)

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be emailed to you. We will only discuss refunds or replacements with the original purchaser, not the gift recipient.

Lost or Stolen Packages

Samara Shuter is not responsible for lost or stolen packages confirmed to be delivered to the address entered for an order. Upon inquiry, Samara Shuter will confirm delivery to the address provided, date of delivery, tracking information and shipping carrier information for the customer to investigate.