

Refund/Return Policy

Effective Date: May 2025

Thank you for supporting www.JSilverarts.com

As all artwork is original and carefully created, I strive to ensure customer satisfaction. However, due to the nature of my work, refunds are limited and subject to the following terms:

1. General Refund Policy

- **All Sales Are Final:** I do not offer refunds or exchanges except in the cases outlined below.
- **No Refunds for Change of Mind:** Refunds will not be issued for change of mind or personal preference.
- **Refund Requests:** Any refund or exchange requests must be made within 7 days of receiving the artwork.
- **Condition for Refunds/Exchanges:** Items must be unused, in their original condition, and the original packaging.

2. Made-to-Order & Print-on-Demand Items

- **Custom Production Notice:**
Many of our products—including printed mugs, scatter cushions, canvas prints, paper prints, and similar items—are made to order (print-on-demand).

Please Note:

- These items are produced specifically for your order upon confirmation.
- Once production begins, cancellations or returns are not accepted due to the custom production process and associated costs.
- By placing your order, you acknowledge and agree that these made-to-order items are non-refundable and non-cancellable unless they arrive damaged or incorrect as outlined below.

3. Refunds for Damaged or Incorrect Items

If an artwork or product arrives damaged or is incorrect at the time of delivery/collection:

- **Notification:** Please notify us within 48 hours of delivery by logging a return via email.
- **Evidence:** Provide clear photos of the damaged or incorrect item.

- **Proof of Purchase:** To complete your return, we require a receipt or proof of purchase.
- **Return Process:** Return the item in its original packaging to us at your own cost.
- **Refund/Replacements:** Once we have inspected the product and validated your return, we will, at our discretion, either replace the product (if we have the same product in stock) or refund you.
- **Shipping Costs:** I will cover return shipping costs if the damage is due to transit or my negligence. If approved, your refund will be processed and a credit applied to your original method of payment within a specified period.

4. Non-Refundable & Non-Exchangeable Items

The following items are considered made-to-order or custom products, and as such, they are non-refundable and non-exchangeable unless they are damaged in transit or were incorrectly sent:

- **Original Fine Art:** Once purchased, original artworks are unique and cannot be returned unless damaged during transit.
- **Made-to-order Canvas and Paper Prints:** Printed on demand after the order is placed. These are non-refundable unless damaged or incorrect.
- **Printed Mugs, Scatter Cushions, and Similar Products:** Custom-printed items are produced after your order. These are non-refundable unless damaged or incorrect.
- **Gift Cards:** As they hold monetary value, gift cards are non-refundable.
- **Special Request Items:** Custom-made or specially requested artwork/products. These are non-refundable unless damaged or incorrect.

5. Commissioned Artwork – No Refunds

- A **50% non-refundable deposit** is required before any work begins, including discussions, sketches, or preparatory work.
- The remaining **50% balance, plus courier costs**, is due before shipping. The artwork will only be sent once full payment has been received.
- Once the final decision has been made and work has started, no changes can be made to the painting.

6. Digital Products & Downloads – No Refunds

- No refunds are available for digital products, downloadable content, or online courses.

7. Sale & Discounted Items

- Items purchased at a special sale price will be refunded in the form of a gift card for the value of the original special sale price.
- Refunds will only apply to the item(s) on the sales receipt and do not include shipping costs.

8. Cancellation Policy

- If an order is cancelled after payment has been received, the amount will be credited to store credit or issued as a gift card for the value of the items.
- If items have already been dispatched, cancellation will not be possible.

Note for Made-to-Order Items: Once production has commenced for print-on-demand or made-to-order items, cancellations are not accepted.

9. Return Shipping Costs

- If a return is approved, the buyer is responsible for return shipping costs, unless the item was damaged in transit.
- Refunds exclude any shipping fees already paid.

10. Abuse & Fraud Prevention

- I reserve the right to deny refunds to individuals who abuse this policy.
- Chargeback fraud or unauthorised payment disputes will be contested.

11. Contact Information

For refund inquiries, please contact me at info@jsilverarts.com before returning any item.

By purchasing from www.JSilverarts.com you agree to these terms.