

arttocanvas.com return form

We wish to please all our customers with the quality of the art as well as our service and we believe that we succeed 99.9% of the time. Nevertheless, very rarely, things happen and we respect our customers enough to offer them an alternative. If you fall into this small minority and you are not satisfied with your product, simply follow the steps below to return it to us and we will reimburse you the full amount of your order less Shipping & Handling fees.

CUSTOMER SECTION

CHECK REASON FOR RETURN:

- | | | |
|--|---|--|
| <input type="checkbox"/> Damaged product | <input type="checkbox"/> Damaged packaging only | <input type="checkbox"/> Missing item |
| <input type="checkbox"/> Extra item | <input type="checkbox"/> Wrong item | <input type="checkbox"/> Arrived late |
| <input type="checkbox"/> Refused delivery | <input type="checkbox"/> Duplicate order | <input type="checkbox"/> Frame quality |
| <input type="checkbox"/> Incorrect framing | <input type="checkbox"/> Product quality | |

COMMENTS:

REFUND OR EXCHANGE?

- | | |
|---------------------------------|---|
| <input type="checkbox"/> Refund | <input type="checkbox"/> Exchange with <input type="text"/> |
|---------------------------------|---|

RETURN POLICY INFORMATION

- No refunds after 1 week after delivery.
- Three days after the order date, there will be a service fee of \$25 charged on any cancelled orders.
- No cancellations permitted after order is shipped.
- You are responsible for shipping canvasses back to us. Canvasses MUST be in the same good condition in which you originally received them or your reimbursement will be reduced or eliminated.
- Customer is responsible for shipping and handling fees back to us.

NON-REIMURSABLE

- If you have added BrushStrokes to your canvas transfer, that cost is not re-imbursable.
- Custom-size canvasses are not re-imbursable.
- Giclées by Rodney White, Vetrriano and others are not re-imbursable because they are purchased customized for the customer.
- Please note that in the case of custom prints, we must be provided an image of sufficient resolution for output and we can only print what we are sent. Personalized art is not reimbursable.

EXCHANGE COSTS

- In order to cover our shipping & handling costs, \$30 per returned canvas and \$60 per returned framed canvas will be deducted from any reimbursement.
- If you have ordered the wrong mount edge/finish for your canvas, you can exchange your canvas for a new canvas with a different edge by shipping the old one back to us and we can send out a new canvas for \$60.

IMPORTANT: HOW TO RETURN

STEP 1 - COURIER WAYBILL

(UPS/USPS/Fedex/Canada Post/etc—attach to outside of packaging)

- a) Write **RETURN TO SENDER** on your return waybill
- b) Write **COUNTRY OF ORIGIN: CANADA**
- c) Write **VALUE : \$10 & INSURANCE : \$10**
- d) **Attach** to outside of packaging

STEP 2 - ARTTOCANVAS RETURN FORM

(this form—include inside packaging)

- a) **PRINT** and **FILL** out
- b) **RETURN** it along with the returned artwork

STEP 3 - COMMERCIAL INVOICE

(click to view—attach to outside of packaging)

- a) **FILL** out this form online
- b) **PRINT** completed form