

# 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. If you are questioning art colours or details we will gladly send you a better rendition of any art on our website within 5 working days. On a return both the seller and buyer are shortchanged. Please feel free to ask any questions at [anthony@arttocanvas.com](mailto:anthony@arttocanvas.com) and we will be more than glad to accomodate you.

## 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?

- Refund       Exchange with

## RETURN POLICY INFORMATION

- No refunds after 1 week 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 negated.
- Customer is responsible for shipping and handling fees back to us

### NON-REIMBURSABLE

- Custom-size canvasses are not reimbursable
- Giclées by Rodney White, Vettriano and others are not reimbursable 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

- To cover our shipping & restocking costs on items that are custom created for the customer, 50% will be deducted from any reimbursement of canvassed art, or framed canvassed art, with or without brush strokes. The reimbursement will be credited to the initial method of payment providing art is sent back to our premise within 14 days of reception using your own carrier.

## 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