

Returns & Refunds Policy

If you are not satisfied with the artwork, you can return it within **14 days** since you have received the artwork. You can either return it directly to the artist or **send it to our London office**. If the condition of the artwork is same as when it was received, we give you a full refund. To return the artwork, you must contact us first by email(contact@art-kore.com) and follow our guidance. Please do not send the artwork back in any circumstances before contacting us and receiving confirmation.

We accept returns under the following conditions:

- It is less than 14 days since you have received the artwork.
- The artwork must be returned in the same condition than when you received.
- The artwork should be sent in the original packaging; if the packaging is already unusable, you will be responsible for acquiring proper material to repack the artwork to deliver to us safely.
- You are responsible for arranging safe shipping and for the delivery fee from your place to our London office.
- We will only be able to refund when the artwork has been successfully delivered.

If you received a **damaged artwork**, please do not sign the receipt when you receive the artwork, take pictures for the record and report it to the shipping company within 2 days and also report it to ArtKore within 2 days(including weekends) after its receipt by email(contact@art-kore.com) with your order number, order information and pictures of the damaged artwork. Please keep it mind that we can't take any claim about damaged artwork after two days since its receipt. Keep all the packaging, box and other material and please follow our guidance. ArtKore does not take any damaged artwork without any notification.