

## **Return Policy for Original Art**

Returns are allowed only for art that arrives in a damaged state due to shipping issues.

I take the utmost care in packaging your art to ensure it arrives in pristine condition but in the unfortunate event that it arrives damaged, please follow the steps outlined below:

1. Contact me within seven days of receiving the artwork by email: [cherisse@designerfly.ca](mailto:cherisse@designerfly.ca)  
Or telephone 403-478-8540. Please provide a detailed description of the damage along with clear photographs of the damaged artwork and packaging.
2. Your request will be reviewed and if the damage is confirmed and within the return period, issue a return authorization number along with instructions on how to return the artwork.
3. Safely package the artwork in its original packaging, if available, or in a similar manner to ensure it is protected during transit. Please include all accessories and documentation that came with the artwork.
4. Once I receive the damaged artwork and its condition has been verified a refund will be processed for the full purchase price including shipping fees to your original payment method within 7 days of receiving the return.
5. Alternatively, if you want the item repaired or a new one created, we can hash out the details of that together.

If you have any questions or need assistance with your return, please contact me. I appreciate your understanding and look forward to serving you with high-quality original artworks in the future. Thank you for choosing me for your art needs.

Cherisse Mia  
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Ph:403-478-8540