

RETURN/REFUND POLICY

Welcome to Art by Heather, LLC/ Heather Brannock: owner/artist.

Commissioned Artwork

Due to the nature of artwork being created according to customer specifications, Payments for Artwork Bookings (retainer fee), and Personalized Artwork (commissioned art) are non-refundable. During the process of creating your custom art, you will approve various steps of the artwork creation.

IN THE CASE OF DAMAGED/DEFECTIVE or LOST DURING SHIPPING, custom/commissioned art will not be refunded, but Art by Heather, LLC/Heather Brannock will replace the art with a new artwork that resembles the original version as close as possible. New versions can not be returned.

Damaged or Defective Products (not custom/commissioned)

I do my best to prevent any damage or defect in products. If, however, upon receiving the product, it is found to be damaged or defective, and you need to exchange the product for an equal one or request a refund, please send a request via email and/or the contact form on my website: www.art-byheather.com.

The request for refund or return of a damaged/defective product must contain the following: •

Full Name of the person who placed the order

- Order/Invoice Number
- Photo or video of the damage/defect

Non-Custom Products

If you are simply unhappy with your drawing/print, you may return it within 7 business days. You must package the drawing in exactly the same manner as it was when it arrived to you (you may reuse the packaging). I will email you my mailing address to return the drawing. Return shipping fees, like all shipping charges, are the customer's responsibility. Once I have the drawing/print in perfect condition, we can proceed with a refund (less shipping charges) or with choosing a new piece (of equal or lesser value).

Processing Your Refund/Return

Once your return has been received, or proof of damage is established, allow 7-10 business days for your return to be processed. If your return does not meet the conditions listed, the package will be sent back to you at your expense.

If you have questions about this return/refund policy, please contact me.

Heather Brannock info@art-byheather.com

www.art-byheather.com

Feb. 18, 2022