



## Refund Policy

At Slick Oils Art, we strive to ensure your satisfaction with every purchase of artwork from our website, [www.slickoilsart.com](http://www.slickoilsart.com). However, we understand that there may be circumstances where you need to return an item. Please read our refund policy carefully to understand your rights and obligations when seeking a refund.

### 1. Eligibility for Refunds

We offer refunds on artwork purchased from SlickOilsArt.com under the following conditions:

The artwork must be returned to us in its original condition, undamaged, and with all accompanying materials (such as certificates of authenticity).

The request for a refund must be made within 30 days of the purchase date.

The refund request must be accompanied by proof of purchase, such as an order number or receipt.

### 2. Return Process

To initiate a return and request a refund, please follow these steps:

- a) Contact us at [becky@slickoilsart.com](mailto:becky@slickoilsart.com) to inform us of your intention to return the artwork and request a refund.
- b) Pack the artwork securely in its original packaging to prevent damage during transit.
- c) Ensure that the return package is sent via tracked delivery to ensure its safe and traceable return to us.

### 3. Return Postage Responsibility

Please note that the cost of return postage is the responsibility of the buyer. We recommend using a tracked delivery service to ensure the safe and traceable return of the artwork to us. We will not be responsible for any items lost or damaged during return shipping and if lost with no tracking information we will not process the refund.

### 4. Refund Processing

Once we receive the returned artwork and confirm that it meets the eligibility criteria outlined above, we will process your refund. Refunds will be issued to the original payment method used for the purchase. Please allow 14 days for the refund to be processed and reflected in your account.

### 5. Non-Refundable Items

Please note that certain items are non-refundable:



- Commissioned or custom-made artwork.
- Artwork that has been damaged or altered after delivery.
- Artwork returned without its original packaging or accompanying materials.

## **6. Contact Us**

If you have any questions or concerns about our refund policy, please contact our customer service team at [becky@slickoilsart.com](mailto:becky@slickoilsart.com). We are here to assist you and ensure that your experience with Slick Oils Art is positive and satisfactory.