

RETURNS POLICY

Of course we want you to be happy with your purchase. So just to be clear and to maintain good-will, we're setting out our guidelines.

If you are not happy with your purchase, please contact the artist directly: [Beth Strickland](#)

Our promise to you. The work:

- is of acceptable quality
- is fit for a particular purpose - i.e. aesthetics
- will arrive on time and in good condition
- will match the description & image

bethsART

WHEN YOU CAN RETURN



If the work is faulty: You can opt for a replacement or refund if the fault is major, it's your choice. If it's a minor fault we can opt to repair or replace or refund.

We are more than happy to talk with you if there is any issue.

If there is a fault we will pay any return delivery costs.

WHEN YOU CAN'T RETURN



Sorry, you can't return if you simply change your mind. However, you can talk with the artist and see if there is any solution. It is entirely up to the artist to decide, but they are not legally required to.

We may be open to swapping the item that is similar value if one is available. If it is agreed to swap, the delivery costs are yours

DAMAGE IN TRANSIT



The courier is responsible for damage up to \$2,000. If your item is damaged in transit, contact the courier in the first instance within 30 days with your tracking number. Then talk with the artist. Carriers are not liable for loss or damage directly resulting from:

- an inherent defect in the products;
- products not packed properly;
- packing of dangerous goods; or
- when the carrier is saving or trying to save life or property

For more info about your rights please [click here](#)

Sources:

aws.legal.co.nz

consumerprotection.govt.nz