

MCJ STUDIO

RETURNS, DAMAGES & LOSSES

Our policy concerning returns, damages and losses lasts **thirty days**. If **thirty days** have passed by since your purchase of merchandise, art services or products, unfortunately we cannot offer you a refund or exchange on good or services provided.

To be eligible for a return, your item must be unused **and** in the same condition that you received it. It must also be in the original packaging.

ART MERCHANDISE (CONSUMER GOODS)

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases. Additional non-returnable items:

- * Gift cards
- * Downloadable software products
- * Some health and personal care items

There are certain situations where **only** partial refunds are granted: (if applicable)

- * Art merchandise like books, cards, magazines with light signs of use.

ORIGINAL ARTWORK

Any returns concerning original artwork will only be eligible for return when unused and in the same condition that you have received it, with its original packaging. In no way, shape or form can there be **any** trace of wear and tear due to the opening, review, handling, storing, placing (in a frame, unsupervised, volatile or uncontrolled environment), (un)packaging. In this case, there will be no refund.

ART REPRODUCTIONS, LIMITED EDITIONS AND REPLICAS

Any returns concerning art reproductions, limited editions and replicas will only be eligible for return when unused and in the same condition that you have received it, with its original packaging. In no way, shape or form can there be **any** trace of wear and tear due to the opening, review, handling, storing, placing (in a frame, unsupervised, volatile or uncontrolled environment), (un)packaging. In this case, there will be no refund.

FRAMING OF ARTWORK

Any returns concerning artwork that has been framed by MCJ Studio as an added service will only be eligible for return when unused and in the same condition that you have received it, with its original packaging and framing. In no way, shape or form can there be **any** trace of wear and tear due to the opening, review, handling, storing, placing (in a frame, unsupervised, volatile or uncontrolled environment), (un)packaging. In this case, there will be no refund.

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CONTACT IN CASE OF RETURN

We **always** require a receipt or proof of purchase. Please store your receipt for your own administration. You will be notified on the shipping and shipping information the moment we send the purchase to you. The information is sent to the e-mail that you have provided us. Please do not send any purchase back to MCJ Studio without a written conformation per e-mail of your request to return your acquisition. Please send an e-mail to info@mcjstudio.me and we'll assist you.

You are **obliged** to inspect your purchase at arrival. In case of any damages/return this needs to be communicated within 48 hours after arrival. Please send an e-mail to info@mcjstudio.me and we'll assist you.

REFUNDS (IF APPLICABLE)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of business days.

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@mcjstudio.me.

SALE ITEMS (IF APPLICABLE)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

EXCHANGES (IF APPLICABLE)

We only replace items if they are defective or damaged and the purchaser or third parties have not caused this. If you need to exchange it for the same item, send us an email at info@mcjstudio.me, if applicable.

GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

MCJ STUDIO

SHIPPING

To return your product, you should e-mail to info@mcjstudio.nl. We will be happy to [provide](#) you with the info on how to return your items.

You will be responsible for paying for your own shipping costs and other fees for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over 75 euro, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.