

Wild Horizon Fine Art Return Policy

We want you to be 100% satisfied with your purchase. We strongly encourage customers in the DC region to pick up purchases directly from the studio. This ensures that you can confidently make your decision to purchase original artwork from Wild Horizon Fine Art.

Due to the unique nature of fine art pieces, we do not accept returns or exchanges unless the artwork arrives damaged. We do our utmost to portray the artwork accurately on our website, but sometimes color resolution may appear slightly different from one computer screen to another, or online vs. in-person. Great care is taken to ensure that each work of art is prepared with the highest quality archival materials ensured to last a lifetime.

We professionally package and ship each individual artwork. Once your order has shipped, you will receive a tracking number. All items are insured during shipping.

In the unlikely event that the artwork is damaged during shipping, please contact us within 48 hours at camille@wildhorizonfineart.com to discuss the issue. You will need to provide photographic documentation of the damage, including close-ups of the artwork and the packaging.

We will review the documentation to determine if the damage was caused by the carrier. If the damage is confirmed as shipping-related, we will work with the shipping company to file an insurance claim. Please note that if we determine the damage was not caused by the carrier and there is no accompanying documentation indicating that the carrier is responsible, we will be unable to offer a refund.

Return Policy for Damaged Artwork

We take great care to ensure your artwork arrives safely. If you receive a piece that appears damaged, please review the following return policy:

1. **Eligibility:**
 - Returns are only accepted for artwork damaged during shipping. Any claims related to dissatisfaction with the artwork, or damage incurred after delivery, do not qualify for returns or exchanges.
2. **Notification Period:**
 - You must notify us of the damage within **48 hours** of receiving the artwork. Claims made after this period will not be accepted.
3. **Documentation:**
 - To initiate a claim, please provide:
 - Clear photographs of the damaged artwork, including close-ups of both the damage and the shipping packaging.
 - A brief description of the damage.

- Based on this documentation, we will determine whether the damage occurred during shipment or afterward. If it is determined that the damage happened post-delivery, the claim will be denied.
4. **Insurance:**
 - All artwork is shipped fully insured. If the damage is determined to have occurred during shipping, we will work with the shipping carrier to file a claim under the insurance policy. Please note that this process may take time, but we will keep you informed throughout.
 5. **Return Authorization:**
 - If the damage is verified as shipping-related, we will issue a Return Authorization (RA) number. **Do not return the artwork without this number**; unauthorized returns will not be processed.
 6. **Return Shipping:**
 - We will provide instructions for securely repackaging and returning the damaged artwork. Please keep intact packaging materials that the artwork arrived in. We will contact you to determine if they may be reused. All return shipping costs will be covered by us. Proper packaging is essential to prevent further damage.
 7. **Refund or Replacement:**
 - Once the damaged artwork is received and inspected, we will offer either a **refund** or **replacement**, depending on availability and your preference. Refunds will be processed to the original payment method within 7-10 business days.

This policy applies strictly to artwork damaged during shipment. No other returns or exchanges are accepted.

Thank you for your understanding and cooperation.

Home Decor Return Policy

We are pleased to offer a number of limited edition prints, mugs, calendars, cards, and other home decor items. These items are sustainably sourced and shipped directly from our supplier. If you experience an issue with your order, please contact us at camille@wildhorizonfineart.com to discuss your concern. We only accept returns on damaged items. We will provide instructions for your return, if it has been damaged by the carrier during shipping.

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