

Return Policy

Due to the unique nature of fine art pieces, we do not accept returns or exchanges unless the artwork arrives damaged or significantly different from the description. If you encounter any issues with your order, please contact us within 2 days of receiving the artwork to initiate a return or exchange process.

By placing an order with Wild Horizon Fine Art, LLC, you agree to comply with our shipping policy outlined above. If you have any questions or concerns regarding the shipping process, please don't hesitate to contact us for assistance. We are committed to providing you with a seamless and enjoyable shopping experience for your fine art needs.

Shipping Policy

We ship small works under 11 x 14 inches and work on paper using USPS Priority Mail, within 3 - 5 business days. An additional Insurance charge is added for orders over \$100. You will receive a tracking number, once your order has shipped.

We can only ship to PO Boxes or residential addresses. Please include your entire address when filling out the shipping information, including apartment number, street, highway, etc. The Post Office must be able to deliver to the address you provide.

For purchases of larger paintings and/or framed paintings, we use FedEx Ground/Home Delivery to ship. You will receive an estimate of the shipping and the tracking number from us at the time of shipping.

Please reach out about international shipping.

Return Policy:

We want you to be 100% satisfied with your purchase. We strongly encourage customers in the DC region to pick up purchases from the studio. This ensures that you will be certain about your decision to purchase an original artwork from Wild Horizon Fine Art, LLC.

If you are unhappy with the product you receive from us, please feel free to return the item(s) within 7 days. Please carefully read the following instructions before returning your item:

1. Photograph the artwork and email us a clear image indicating that it is not damaged in any way prior to shipping. Email the jpg file to us at

Camille@wildhorizonfineart.com. Your return cannot be processed if we do not receive this image prior to shipping.

2. Please repackage and return the artwork using the exact same style of packaging material in which you received it. Ensure that it is labeled “fragile,” and that it is protected from damage during shipping.
3. You will be responsible for paying the return shipping cost, insurance, and a 15% restocking fee.
4. Please provide us with a tracking number once you have shipped the return. When we receive the returned item(s), we will issue a refund, minus the original shipping and handling fee.

If your order is lost or damaged during shipping, please contact us as soon as possible at Camille@wildhorizonfineart.com. If the product is damaged, you must contact us within 2 business days of receiving it in order to begin filing for a refund. Failure to do so will result in denial of a refund. You will need to provide photographic documentation of the damage, and we will determine if the damage was caused by the carrier. If damage was caused by the carrier in transit, you will need to file a claim through the insurance policy you purchased along with your artwork shipping method. If it is determined that the damage was not caused by the carrier, and there is no accompanying documentation indicating that the damage was caused by the carrier, we will be unable to offer a refund.

If you do not receive your package within the estimated shipping time period provided by the carrier, we will help you track it.