



Engawala Art Centre - Returns and refunds policy

Engawala Art Centre wants happy customers! However, sometimes things do not go as intended and occasionally a customer may wish to return an artwork.

Conditions for returns or refunds

We are happy to consider a return or a refund under the following circumstances:

- The item was not what was ordered.
- There was an unreasonable delay in shipping the artwork.
- The artwork arrived broken or not in reasonable condition.
- The item was not as described on the website.

Refunds can only be made within 30 days of purchase.

In the above circumstances Engawala Art Centre will provide the customer with a pre-paid postage label to send the item back.

Returning an unwanted artwork

If a customer decides that they do not want the artwork they can ask for it to be replaced by an alternative artwork at a similar price. In this circumstance the purchaser will have to pay to have the artwork returned. On the return being received another artwork will be dispatched and the Art Centre will cover the delivery cost.

Return packaging

Returns should be made in the original packaging or similar packaging (to avoid damage).

How to make a return

To make a return send us a message on the website Contact Page or use one of the email addresses below. Include an explanation of why a return or refund is being requested. Please quote the purchase code which you can find in the email sent to you when you bought the artwork.

Janine: artcentremanager@engawalaarts.com.au

Taffy: business@engawalaarts.com.au

