

Return Policy

Effective Date: 1/11/2024

Thank you for purchasing from Justine Franco. As our products are handmade and original works of art, we strive to ensure every piece meets the highest standards. Please review our return policy below to understand your options and rights.

1. Eligibility for Returns

Due to the unique and handmade nature of our products, we only accept returns or exchanges under the following conditions:

- The item arrived damaged during shipping.
- The item received does not match the description or order details.

Unfortunately, we cannot accept returns or exchanges for:

- Buyer's remorse or change of mind.
- Minor variations in color or texture, as these are natural characteristics of handmade artwork.

2. Reporting a Problem

If you believe your order qualifies for a return, please contact us within **7 days** of receiving the item. Provide the following information:

- Order number.
- Photographic evidence of the issue (e.g., damage).
- A brief description of the problem.

Email us at: justinefrancoart@gmail.com

3. Return Process

- Once your return request is approved, we will provide detailed instructions for shipping the item back.
- Returns must be shipped in their original packaging or similarly secure materials to prevent further damage during transit.
- You are responsible for the return shipping costs unless the return is due to our error (e.g., incorrect item sent).

4. Refunds

Refunds will be issued once we receive and inspect the returned item. Refunds will be processed to your original payment method within **7-10 business days** after approval.

5. Exchanges

If a replacement is available, we may offer an exchange instead of a refund for damaged or incorrect items.

6. Custom or Commissioned Artwork

Custom-made or commissioned pieces are non-refundable and non-returnable unless they arrive damaged.

7. Non-Returnable Items

The following items are not eligible for return:

- Gift cards.
- Sale or discounted items.

8. Contact Us

If you have any questions or concerns about this policy, please reach out to us:

Email: justinefrancoart@gmail.com

Phone: +34 633542379

We appreciate your understanding and support of handmade artwork. Each piece is crafted with care, and we hope it brings beauty and joy to your space.