



## **\*\*Refund and Return Policy\*\***

Thank you for choosing Harmonia Gallery. We take pride in offering unique works of art and are committed to ensuring your satisfaction. Please read our refund and return policy carefully before making a purchase:

### 1. **\*\*Damaged Packages\*\***

If your package arrives damaged, please contact us within **\*\*7 days\*\*** of delivery at **\*\*artgalleryharmonia@gmail.com\*\***, providing comprehensive photographic evidence of:

- The damaged item(s)
- The outer packaging, including any visible shipping labels

This evidence is necessary to process your claim and to file a damage report with the shipping company. Both you, as the recipient, and we, as the sender, may need to coordinate with the courier to claim compensation for the damage. Refunds or replacements will only be issued after the damage claim is resolved with the shipping company.

### 2. **\*\*Unique Artwork\*\***

All items sold are unique pieces of art. Due to their one-of-a-kind nature, returns are not accepted unless the item was damaged during shipping. Refunds or replacements are not available for items delivered in good condition.

### 3. **\*\*Incorrect Orders\*\***

If you receive an incorrect item, please notify us within **\*\*7 days\*\*** of delivery. We will work with you to resolve the issue by providing either a refund or a suitable alternative, depending on availability.

### 4. **\*\*Shipping and Handling Risks\*\***

Returning artwork carries significant risks, such as loss or damage during transit and potential harm during repackaging. Therefore, returns are not accepted unless specifically authorized in the case of damaged goods.

### 5. **\*\*Customer Responsibility\*\***

Please ensure the accuracy of your shipping information when placing an order. We are not responsible for delays or delivery failures caused by incorrect or incomplete addresses provided by the customer.

### 6. **\*\*Customer Support\*\***

Our goal is to provide you with a smooth and satisfying experience. If you have any concerns or questions, please contact us at **\*\*artgalleryharmonia@gmail.com\*\***, and we will do our best to assist you promptly.

### 7. **\*\*Legal Agreement\*\***

By completing a purchase on our website, you acknowledge and agree to this refund and return policy. We reserve the right to update this policy at any time without prior notice.