



# MATOME RAMATSUI ART

## RETURNS & REFUNDS

Last updated [January 10, 2022]

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We have a 14-calendar-day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, no scratches or chips, and in its original packaging.

To start a return, please contact us on +27 72 860 4410. If your return is accepted, we will email you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return cannot be accepted.

You can contact us for any return question on +27 72 960 4410.

### DAMAGES AND ISSUES

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and resolve it.

### EXCEPTIONS / NON-RETURNABLE ITEMS

Certain types of items cannot be returned, like custom items (such as special orders or commissioned artworks). Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

### EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

### REFUNDS

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you will be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund.

### CONTACT DETAILS

Contact phone number: +27 72 960 4410

Mailing address: 110 Berg Eagle, Kosmos Ridge, Kosmos, Hartbeespoort, North West, South Africa, 0261