

Last updated on March 21, 2025

Shipping

United States

Free shipping on all orders. Orders are processed within **5-7 business days** and shipped via **USPS**. A tracking number will be provided once the order has been shipped.

International

Customers outside the U.S. must cover their own shipping costs. International buyers must contact us before placing an order to confirm shipping rates and availability. The customer is responsible for any customs fees, duties, or taxes imposed by their country.

Order Processing & Handling

Orders typically ship within **5-7 business days** after payment is processed.

If there are any unforeseen delays, customers will be notified via email.

Returns & Refunds

Return Window

Returns are accepted **within 30 days of delivery**. If you no longer want the painting, you must return it within this timeframe.

Condition of Return

The artwork must be returned in its original condition to qualify for a full refund.

- If the artwork itself is damaged upon return, no refund will be issued.
- If only the frame is damaged, a partial refund will be issued.

Customers are responsible for return shipping costs. We recommend using a trackable shipping method and purchasing insurance to protect against loss or damage during transit.

Refund Process

Once the returned item is received and inspected, a refund (full or partial) will be issued to the original payment method within **10-15 business days**. If damage is found upon return, the refund amount will be adjusted accordingly, and the customer will be notified of the final decision.

Custom & Commissioned Work

At this time, custom commissions are not available.

All artwork is original and one-of-a-kind; once sold, it cannot be reproduced or restocked.

Disclaimers

This policy is subject to change at any time without prior notice. Customers are responsible for reviewing this page periodically to stay informed about any modifications.

Color Accuracy

Colors may vary slightly from what is displayed on-screen due to monitor settings, lighting conditions, and individual screen calibrations. We do not guarantee exact color matching between what is displayed online and the actual artwork received.

Lost or Stolen Packages

Once an order has been marked as "delivered" by the carrier, we are not responsible for lost, stolen, or misdelivered packages. Customers should ensure they provide a secure delivery location. Any claims regarding missing packages must be addressed directly with the shipping carrier.

Limitation of Liability & Legal

To the maximum extent permitted under United States law, we are not liable for indirect, incidental, or consequential damages arising from the use or purchase of our artwork, including but not limited to lost profits, damages due to delivery issues, or dissatisfaction with color representation.

Any disputes arising from purchases made through this store shall be governed by the laws of the State of California, specifically those applicable in El Dorado County. By making a

purchase, the customer agrees to resolve any legal matters within the jurisdiction of the United States.

By purchasing from this store, the customer acknowledges and agrees to the terms outlined in this policy. If you do not agree to these terms, please do not proceed with a purchase.

Contact

For any questions or concerns, please contact us at serialdeathrebirth@gmail.com before placing an order.