Paul Mahder Gallery is committed to ensuring the 100% satisfaction of our art collectors!

**Original Artwork Return Policy**

From the time you receive your original artwork, **you have five (5) days to decide whether to keep the work or return the artwork in its original condition for a refund.**

We also require all returned artwork to be **shipped out by the buyer within three (3) days** after confirming with us that the work will be returned. So, if you receive artwork you’ve purchased from Paul Mahder Gallery and are not fully satisfied, you have:

1. **Five (5) days** to contact us about your intent to return the work
2. **Three (3) days** from the day you contacted us to **ship out**the artwork. **\*\*\*Do not ship the artwork before contacting us; you must first contact us.\*\*\***

If you do not notify us of your intent to return the work within 5 days of receipt or you do not ship the work within 3 days of notifying us, you will NOT be eligible for a refund.

**How to Return an Original, Undamaged Work**

**Step 1 –** Within five (5) days of your artwork delivery date, please call 707-473-9150 between the hours of 10:00 AM – 6:00 PM PST Thursday through Monday or email info@paulmahdergallery.com to give us your order information and the reason for wanting to return the work.

**Step 2 –**Repackage the artwork using the original packaging materials. If you’ve already disposed of the original packaging, you’ll be responsible for purchasing packaging materials to send the artwork back safely to the gallery.

**Step 3**– Email info@paulmahdergallery.com to complete the return process.

Once the piece safely is returned, Paul Mahder Gallery will process your return and the amount owed **minus 2.75% credit card return fee**, will be refunded to your original source of payment in the same currency and using the same exchange rate as your original order (minus shipping costs and international customs fees, if any) within 7-10 business days of your merchandise return.

* Additional shipping fees may apply for international returns.

**What to Do If the Artwork Arrives Damaged**

**Step 1 –** Within five (5) days of your artwork delivery date, please call 707.473.9150 between the hours of 10:00 AM – 6:00 PM PST Thursday through Monday or email info@paulmahdergallery.com to give us your order information.

**Step 2 -**Save original packaging!

**Step 3 -**Take photos of damaged artwork and packaging. Please email these photos to info@paulmahdergallery.com

**Step 4** - A Paul Mahder Gallery representative will contact you to discuss next steps.

# Who Pays For Return Shipping Costs?

We examine all returns on a case-by-case basis in order to determine who is responsible for paying all costs (shipping and customs) required to deliver the artwork back to the gallery. Generally, if we determine that the artwork was accurately described on our site (in terms of size, materials used, etc.) and the collector is returning it as a result of buyers remorse, then the collector is held responsible for return costs.

If we conclude that gallery misrepresented the work (either in the photograph or in the description), failed to disclose important information about the work, or if the artwork was damaged as a result of poor packaging, the collector will not be responsible for shipping costs.

# Can I Cancel An Order Prior To Shipment?

Yes, you can. Note that all buyers have the right to cancel their order any time before shipment, and are **able to return art 5 days after the delivery date** if unsatisfied with the work.

**IMPORTANT:** Paul Mahder Gallery is not responsible for any currency conversion differences that may result in a reversed payment.

If you have any other questions regarding canceling an order, please email info@paulmahdergallery.com

To complete your return, we require a receipt or proof of purchase.

Refunds (if applicable)
Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. Your replacement or refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of 7 days.

Late or missing refunds (if applicable)
If you haven’t received a refund yet, first check your bank account again.
Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.  If you’ve done all of this and you still have not received your refund yet, please contact us at info@paulmahdergallery.com