

# Alpiguera Studio Return and Refund Policy

Return or exchange of any our products purchased at [AlpigueraStudio.com](http://AlpigueraStudio.com) are accepted within 14 days of purchase.

Our Art works are inspected carefully and noted before shipping. All returns or exchanges must be carefully packaged as in the manner as it was delivered unless returned as faulty or damaged and shipped to Alpiguera Studio POB 4224 Riverside CA 92504.

## Refund Options

We offer several methods of compensation for a returned item if the product is undamaged and the package is in proper condition:

- Replacement. We will replace the item with another one of better quality, different size, or color.
- Money refund. We will return the cost of the item you spent to purchase.
- Gift card. We will give a Gift card equal to the cost of the item (or larger) to be used on our Site with another purchase.

## How to Return a Purchased Item

Fill out your return form correctly with your order number, the product you are returning, the reason for the return, and if you are waiting for a refund or an exchange. If you do not mention your order number, we won't be able to process your return.

Repackage the item in the original box and packaging.

Take your parcel to any Post Office or shipping service and obtain proof of postage for the tracking number – this will speed up the process and will legitimize that your parcel is on its way back to us.

The address for returns is

Alpiguera Studio

POB 4224

7955 Magnolia Ave 8D

Riverside CA

The shipping cost for the returned items is paid by you. We will compensate the shipping charges in case of returning damaged, faulty, or incorrect items.

## What Happens Next

We'll send you an email as soon as we've received your return in its original condition and *AlpigueraStudio.com and Alpiguera Studio will* processed your return.

- If the condition an item has been returned in is inappropriate we may not be able to accept your return and we may have to send it back to you.
- If the condition of a returned item is appropriate, you will receive compensation within 10 business days depending on the payment method you used for purchasing the returned item.
- If you paid by credit/debit card, we will refund the balance of your credit/debit card. ● If you paid using PayPal, we will refund the balance to your PayPal account. ● If you use a Gift card to purchase the returned item, we will refund the paid money to the balance of the credit/debit card or PayPal account (whatever was used) and will provide you with a new Gift card as, due to our internal rules, any Gift card can't be used twice or more

## Returning a Damaged or Faulty Item

We are sorry that you received a damaged or faulty item.

Please return this item to us as soon as possible so that we can process the refund. If you're unable to return the item, please contact our Customer care service at

Please bear in mind that all items are inspected on return.

## Returning an Incorrect Item

If one of the items you received isn't what you ordered, please send it back to us, and once inspected, we'll refund you as soon as it's arrived back at our warehouse.

## Non-refundable non returnable products

- All Commissioned works
- "Final Sale" items
- Gift Cards

For more information on product-specific return policies, contact our Customer care service at [alpiquerastudio.com](http://alpiquerastudio.com).

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