

## **STEVENart Clocks Return Policy**

### ***What if I am not completely satisfied with my purchase?***

Except for custom orders, if you are not satisfied with your purchase for any reason, STEVENart Clocks will be happy to process a return for you.

Before returning an item, please contact STEVENart Clocks to obtain return instructions. Items must be in their original condition and in their original packaging, complete with instructions and insert(s). Unless otherwise specified by STEVENart Clocks, all returns must be shipped back using the same carrier it was shipped by to you. STEVENart Clocks will provide you with detailed shipping instructions, including where to ship the item(s). Please email STEVENart Clocks with your questions regarding returns.

The return must be post-marked within 14 calendar days of receipt. If the return is not due to damaged merchandise, you will be responsible for the shipping cost back to STEVENart Clocks. Please note that for items that include free shipping, customers will be responsible for round-trip shipping costs for any returns and exchanges that are not damaged or incorrect.

Please be aware that fine craft items can be susceptible to damage during transit. We take great care to pack shipments so that they will arrive safely. You may have to provide supplementary packing materials if the outer carton has been damaged during the original trip to you. If you are returning the item, please ship with a carrier that provides tracking numbers and request insurance to ensure safe return. All items must be received in new condition to fully credit you for the return or exchange. STEVENart Clocks cannot accept collect deliveries (COD's). Credit card orders will receive refunds in the form of a credit to your account. Orders paid by check will receive a check. Once we receive your return, please allow 2 weeks for processing. You will be refunded the full purchase price, including tax, less shipping, if applicable.

Outbound shipping costs will be deducted from your refund. Some of our products are offered with free shipping. Please be aware that if you return one of these products, our outbound shipping costs to your shipping address will be deducted from your return refund. The outbound shipping cost will be given to you at the time of your return request. The outbound shipping cost depends on the location of your shipping address, size and product weight of package. STEVENart Clocks will only deduct the actual shipping/carrier cost (no handling fees or restocking fees). For items shipped outside the continental U.S., customers will be responsible for round-trip shipping costs on returns that are not damaged or incorrect.

If an order is cancelled after the order has been shipped or processed, customers are responsible for round trip shipping charges even if STEVENart Clocks paid for the original shipment (ie. Free Shipping).

### ***What if my order is incorrect, defective or damaged?***

If you have received an item that has been damaged during shipment, please contact STEVENart Clocks immediately. Photos are often required and always suggested so that a claim may be made with the shipping company. Replacements are shipped immediately if item is in stock, upon receipt of a damage claim. On items requiring fabrication, you will be notified as to the anticipated shipping date to you.

**Be sure to inspect all packages for damage before signing for the package.** If damage is visible, reject the shipment, be sure the driver notes the damage and contact STEVENart Clocks as soon as possible. We will file a damage claim with the shipper, pick up the damaged item and ship a replacement or replacement parts as soon as possible. If an incorrect, or defective item was sent, please contact STEVENart Clocks by phone or email immediately. **Do not return the item(s) before first contacting STEVENart Clocks.**

If you have received a damaged product that can be remedied with replacement parts and choose to return an item rather than accept replacement parts, you will be refunded the amount of your order less all return shipping charges.

#### **Can I return a custom-made product?**

STEVENart Clocks makes every effort to accommodate product returns with a generous return policy. However, when an item is customized to customer specifications (i.e., design, color, et cetera), STEVENart Clocks cannot cancel the order after 48 hours from placement of orders, or after fabrication commences on the custom-ordered item. We cannot accept returns on custom-ordered products.