

## Shipping and Returns Policy for Artist Tina Brown's E-commerce Store

### Shipping Policy

1. **Original Pieces:** When you purchase original artwork from our store, you will receive photo proof of the item being shipped. This ensures that you are aware of the condition and appearance of the piece before it's on its way to you.
2. **Shipping Rate:** All items shipped from our store have a flat rate of \$10, regardless of the size or value of the product.
3. **Third-party Products:** Please note that all non-original products are sourced from a third-party manufacturer and will be subject to their shipping policies.

### Return Policy:

#### 1. Original Pieces:

- Returns on original artworks are accepted only if the item was damaged during shipping.
- In the case of damage, please provide photo proof of the external packaging (box) showing any visible damage.
- Additionally, you will need to provide photos of the damaged artwork itself.
- All such evidence should be sent to [artisttinabrown@gmail.com](mailto:artisttinabrown@gmail.com) for evaluation.

#### 2. Third-party Products:

- For non-original products that come from our third-party manufacturer, if you'd like to issue a return, please contact us at [artisttinabrown@gmail.com](mailto:artisttinabrown@gmail.com). We will guide you through the manufacturer's return process.

#### 3. General Return Notes:

- Please ensure that any returned items are securely packaged to prevent any further damage during transit.
- Returns should be made within 14 days of the receipt of the product. After this period, returns may not be accepted.
- Refunds will be processed once the returned items have been received and evaluated. Please allow a few days for the refund to reflect in your account.

Thank you for choosing to purchase from our store. Your satisfaction is our utmost priority, and we appreciate your understanding of our policies. Should you have any questions or concerns, please do not hesitate to reach out to us at [artisttinabrown@gmail.com](mailto:artisttinabrown@gmail.com).