



Twin Flame Art LLC/TM

999 Freeport Rd, #1038  
Pittsburgh, PA 15238  
(412) 423-8445 twinflameartllc@gmail.com

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### **Important Information** (Cancellations, Refunds, & Returns)

This document contains important and valuable information regarding returns, refunds, and cancellations of original works of art, prints, and products.

If you are unsure about purchasing an original work of art please use the Wallapp link and view it on your own wall or purchase a print (colors may not translate as accurately), or contact us.

**Cancellations** please contact us immediately to cancel your order, you have 24 hours after you submit your order to cancel. Once your cancellation is confirmed, we will refund your purchase amount, less the “ 2.9%+\$0.30 Transaction Fee”, and any applicable taxes paid. They will be credited to your original form of payment.

**Original works of Art are non-refundable, All Sales are Final.** Only when the original work of art is damaged during shipping will we provide you with a refund.

### **What should you do if the Original Work(s) of Art is/are damaged during shipping?**

All orders of original works of art will require a signature upon delivery. We ship all of our original works of art with insurance. Upon receipt, if there is obvious damage to the package, please refuse the shipment immediately and contact Twin Flame Art. Any item over \$1,000 must be inspected by FedEx, any item under \$1,000 can be inspected by you. A claim must be filed with FedEx, when there is obvious damage to the package and original work of Art, please follow these instructions.

- take pictures of the damaged package before opening it. You must keep all packaging materials so you can ship the package back.
- if the item is less than \$1,000 carefully unpack your order by pulling away or cutting sealing tapes. Do not cut into any cardboard or packaging materials.

Instructions for filing a claim. <https://www.fedex.com/en-us/customer-support/claims.html#SingleClaim>

You must file a claim, for us to process your refund.



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### **What should I do if I receive a damaged Wall Art Print, or Product?**

All products are unique and produced only once ordered. This also means that returns and exchanges are not supported if you ordered the wrong size, color, or simply changed your mind. However, in case of a damaged product or a manufacturing error, we offer a free replacement or a refund if you contact us at [www.twinflameartllc@gmail.com](mailto:www.twinflameartllc@gmail.com), within 30 days of product delivery and provide a clear photo showing the issue. We value your satisfaction, and if for any reason there is an issue with your purchase, we will do our best to resolve it promptly because excellent customer service is essential to us.

### **Why the refunds will not be 100% refunded?**

Original Paintings, Wall art prints, and products, are subject to non-refundable transaction fees when your order has been submitted and processed. These applied “transaction fees” are part of our cost of doing business online. They are non-refundable to us at the moment the order is submitted and processed. To be clear, we are responsible for paying a 2.9% + \$.30 for each transaction. As a result of these “transaction fees” being applied, they become a non-refundable “transaction Fee” when you cancel your order, or request a refund.

Terms: You may not reproduce, resell, print, distribute, vandalize, or copy any of our products.

If you have any further questions please contact us at [twinflameartllc@gmail.com](mailto:twinflameartllc@gmail.com).