

RETURN POLICY

Last updated April 14, 2023

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund only. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at contact@artxmelody.com to obtain a Return Merchandise Authorisation (RMA) number. After receiving a RMA number, place the item securely in its original packaging and All the package came with, then mail your return to the following address:

Artxmelody
Attn: Returns
RMA #
Unit 120234, Courier Point, 13 Freeland Park, Wareham Road, Poole, Dorset
England, BH16 6FH
United Kingdom

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least seven (7) days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- Sale items are FINAL SALE and cannot be returned.
- In order to be eligible for return it must be within the first 14 days of purchase. You will then have 14 days to return the item. The Item must be in the same condition it was when received, unused, undamaged and in original packaging, along with proof of purchase and ID.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

01273 011217
contact@artxmelody.com

This return policy was created using Termly's [Return and Refund Policy Generator](#).