

RAS RETURNS POLICY FOR THE ONLINE EXHIBITION AND SALE OF ARTWORKS

RAS provides a money back guarantee on any online purchase of artworks. You have 10 days from the date of dispatch in which to return the items in question to obtain your refund.

What's covered ?

- The item you receive differs materially from its photograph(s) on our website.
- The photograph on our website clearly misrepresents the item you have received.
- The item you receive is significantly different in size and/or weight from that published on our website. Note that published overall sizes of framed works are approximate.
- Delivery of an incorrect work, i.e. a work that you did not order.
- In the event of a replacement, re-shipment of the item(s) in question.

What's not covered ?

- This Policy does not cover you changing your mind.
- Wearable items that have been used.
- Minor differences in colour between the item's photograph on our website and what you actually receive. Because of the inherent limitations of computer screens and whatever equipment was used to take the photograph, we cannot guarantee accurate representation of colours
- Malicious damage.
- Damage incurred during shipping and transport to the purchaser (this can be taken up with the exhibiting artist).
- Damage incurred through faulty or inadequate return packaging.

What's refunded ?

We refund the purchase price of the item.

What's not refunded ?

Return freight costs;

Return packaging costs

How do you claim ?

To return an item you should contact the artist within 10 days of the dispatch date of the artwork. If the packaging itself has been damaged to the point that you suspect that its contents too have been damaged, please take a photograph of that damage before you open the package.

Re-package the work of art in its original packaging or equivalent. The artist will provide you with shipping instructions for the return of the artwork in question.

We ask you to provide, where possible:

- Photographic evidence of damage to the packaging, in case we need to recover costs from the carrier;
- Photographic evidence showing that what you received differs materially from what was published on the RAS website;
- Description of the damaged work;
- Details of when the item was delivered to you, such as date and/or consignment note number;
- Photographic evidence of damage to the item you have purchased;
- Description of the damage.

RAS's rights

RAS do not stock any items - all artworks are shipped by the artist concerned directly to you, either personally by the artist or using professional carriers.

All artists who sell online through RAS agree to abide by these money-back guarantee provisions. For your protection, money you have paid is held by RAS in trust until the 10 day money back period has expired. When RAS is notified of a return, we do not release payment to the artist concerned until satisfactory resolution of your particular claim.

RAS will only refund money into the account from which the purchase was originally made. We will notify you by email that the refund has been made.

In the unlikely event that you are not fully satisfied, contact us, setting out the details of your complaint, and we will endeavour to mediate on your behalf.

PayPal

Where PayPal has been used for the purchase of the artwork some additional provisions apply.

When customers pay for their item via PayPal on the RAS website, PayPal offers comprehensive protection if the eligible transaction has a problem, such as if an item doesn't arrive or is significantly not as described. If the transaction qualifies for PayPal 'Buyer Protection', PayPal will reimburse the customer for the full purchase price of the item.

Purchasers can also apply to PayPal for a refund of the cost of return shipping for eligible items back to the Seller via the PayPal 'Refunded Returns' service.

(Please visit the PayPal Australia website www.paypal.com/au for further details about the PayPal 'Refunded Returns' service.)