

# REFUND POLICY

Last updated: 04/21/2026

At **Henry WoodWallArt**, each piece is handcrafted and considered unique. Due to the nature of artwork, the following policy applies:

## 1. All sales are final

- No returns or refunds are accepted after purchase.
- This applies to original and custom artwork.

## 2. Damaged items during shipping

- If your artwork arrives damaged:
- You must notify us within 48 hours of delivery.
- Provide photographic evidence of the damage and packaging.
- Each case will be reviewed individually.

### Depending on the situation, we may offer:

Replacement (if available)

Repair

Partial or full refund

## 3. Custom artwork

- Custom pieces are non-refundable under any circumstances.
- Client approval is required before production begins.

## 4. Cancellations

- Orders can only be canceled before payment is made.
- Once payment is confirmed, the order cannot be canceled.

## 5. Shipping issues

We are not responsible for:

- Carrier delays
- Customs fees or taxes
- Failed deliveries due to incorrect customer information

## 6. Contact

To report an issue:

Email: [info@henrywoodwallart](mailto:info@henrywoodwallart)

Location: San Francisco, California