

Terms

Lead Time:

Production and shipping time is 4-6 weeks. During pre-holiday seasons this time may be extended to 6-8 weeks.

Minimum Opening Order:

The minimum opening order is \$200. Minimum reorder is \$100. Any changes in these minimums will be sent via email to all buyer accounts.

Payment:

Orders must be paid 50% at time of purchase and the remaining 50% once products are delivered.

Shipping:

Shipping will be a flat rate of \$15.00

Kelcey Jones Art Returns, Refunds and Cancellation Policy

1. Items Not Eligible For Return. Kelcey Jones Art cannot accept returns for any of the following:

- Customized products;
- Testers or sample items;
- Individual items from a bundled set;
- Items marked “final sale”;
- Items that have been used or are in less than perfect condition;
- Seasonal items; or
- Other items determined by Kelcey Jones Art in sole discretions

2. Return Policies.

From the date the order is placed, you have a limited amount of time to return the product for a full refund (“Return Eligibility Period”) Which is 14 days after a confirmed delivery.

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To help process your return properly and prevent future charges, you must adhere to our return policies as outlined below:

Any product that has been damaged or otherwise altered after delivery will not be accepted for return.

Eligible products must be returned using a trackable shipping method using a shipping label provided by Kelcey Jones Art (if and where available).

When you return eligible products, do not also include products that are ineligible for return, as you won't receive refunds for these products and we cannot guarantee their return shipment to you. In addition, some special product, order or handling fees may still apply.

Kelcey Jones Art reserves the right to charge your account in the event of any missing or damaged items in your returned products.

Although Kelcey Jones Art currently agrees to pay shipping on returned items that qualify, you acknowledge and agree that you pay for all shipping costs to your retail store. Those shipping costs are non-refundable, even if you later return those items under this Section. In some cases, Kelcey Jones Art may determine that a refund can be issued without requiring a return. If you aren't required to mail your item back for a refund, you will be notified during the return process.

3. Cancellations.

You may request to cancel an order within 24 hours of placing it if the order has not yet shipped or begun processing by the Kelcey Jones Art, regardless of whether the order is a first order with Kelcey Jones Art.

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If the order has already shipped, you can not cancel it. Cancellation requests must be submitted via email to kelcejonesart@gmail.com

4. Damaged or Missing Items.

If you receive a product that is damaged or the shipment includes missing items, you must report the issue within 14 days of receipt. You agree that if you do not timely report the issue, the product shall be deemed delivered and satisfactory. All reports must be submitted via email to kelcejonesart@gmail.com

You agree to provide the requested information including accurate photographs of all damaged items. You have the option of choosing to replace the goods or to cancel the order.

Kelcey Jones Art reserves the right to accept or reject any report filed by a Retailer in its sole discretion and/or charge a Retailer's payment method on file, including in the event Kelcey Jones Art suspects any fraudulent activity. Kelcey Jones Art's decision whether to accept a damaged or missing claim shall be final.



Thank you!



I sincerely appreciate your support
and time

