

Refund, Return & Cancellation Policy

Sean Caley's Artwork

1. Overview

Each artwork is carefully produced and handled to ensure quality. This policy explains your rights to cancel, return items, and receive refunds.

Your statutory rights under UK consumer law are not affected.

2. Cancellation (Cooling-Off Period)

When you purchase artwork online or in person:

- You have 14 days from the day you receive your item to cancel your order
- You then have a further 14 days to return the item [\[gov.uk\]](#)
- You do not need to give a reason for cancelling

To cancel your order, email: sean.caley@btinternet.com

3. Returns (Unwanted Items)

If you change your mind:

- Artworks must be returned:
 - In original, unused condition
 - In original packaging or protective materials where possible
- You are responsible for return shipping costs
- Items must be securely packaged to prevent damage in transit

⚠ Due to the fragile nature of artwork, we strongly recommend tracked and insured returns.

If an item is returned damaged due to poor packaging, we may reduce or refuse the refund.

4. Refunds

Once your returned item is received and inspected:

- Refunds are processed within 14 days
- You will receive:
 - The full item cost
 - The original standard delivery cost (if applicable) [\[gov.uk\]](#)

Refunds will be issued to your original payment method.

We do not refund:

- Return postage (unless item is faulty or damaged on arrival)
- Premium or express delivery upgrades

5. Damaged, Faulty or Incorrect Artwork

If your artwork arrives:

- Damaged
- Faulty
- Not as described

You are entitled to a full refund, replacement, or repair under UK law. [\[gov.uk\]](#)

Please:

- Contact us within 30 days of delivery
- Include photos of the issue to help resolve it quickly

We will cover return or replacement costs in these cases.

6. Original Paintings/Artwork (Important Notice)

Original artworks are one-of-a-kind pieces.

- Minor variations, textures, or imperfections are part of the artwork and not faults
- Colours may vary slightly due to screen differences

Returns are accepted under standard cancellation rights, but items must be returned in the same condition as received.

7. Prints (Important Notice)

For printed artwork:

- Slight variations in colour and finish may occur due to printing processes
- This does not constitute a fault unless the item is clearly defective

8. Non-Returnable Items

The following cannot be returned unless faulty:

- Commissioned or personalised artwork
- Custom-made prints or sizes
- Items damaged after delivery

This aligns with UK regulations on custom goods. [\[gov.uk\]](#)

9. Exchanges

We do not offer direct exchanges.

If you would like a different artwork or print:

1. Return the original item
2. Place a new order

10. How to Return Artwork

To arrange a return:

1. Email sean.caley@btinternet.com with your order number
2. Wait for return instructions
3. Repackage the artwork securely (use original packaging if possible)
4. Send via tracked delivery

11. Late or Missing Refunds

If your refund has not been received:

- Check your bank/payment provider
- Contact your provider first
- Then contact us at sean.caley@btinternet.com

12. Contact

Email: sean.caley@btinternet.com

Business Name: Sean Caley

Website: www.seancaley.com

Policy created on 14th June 2026.

To be reviewed June 2027.