

Return policy

Please unpack carefully and retain all packaging until you have decided that you are happy with your purchase.

From the time you receive your original artwork, you have seven (7) days to decide whether to keep the work or return the artwork in its original condition for a refund.

*****Do not ship the artwork before contacting us.*****

If you do not notify us of your intent to return the work within 7 days of receipt or you do not ship the work within 3 days of notifying us, you will NOT be eligible for a refund. (Some exceptions will apply. Please contact us for an assessment of your specific situation.)

How to Return an Original, Undamaged Work

Step 1 – Within seven (7) days of your merchandise delivery date, please contact our email support at nancyreyesart@gmail.com to give us your order information and the reason for wanting to return the work.

Step 2 – Repackage the artwork using the original packaging materials. If you've already disposed of the original packaging, you'll be responsible for purchasing similar acid free packaging materials to send the artwork back safely and securely to the artist.

Step 3 – Email nancyreyesart@gmail.com to notify us that you are returning the artwork. Ship within three (3) days of notification that you will return the artwork to complete the return process.

Once the piece safely reaches the artist, Jessie Dominguez from NReyes.Art will process your return and the amount owed will be refunded to your original source of payment in the same currency (minus shipping costs and international customs fees, if any). Damaged art work caused by improper packaging will not be refunded.

Additional return information

Additional shipping fees may apply for international returns.

What to Do If the Artwork Arrives Damaged

Step 1 – Within seven (7) days of your merchandise delivery date, please email nancyreyesart@gmail.com to give us your order information.

Step 2 - Save original packaging!

Step 3 - Take photos of damaged artwork and packaging. Please email these photos to nancyreyesart@gmail.com .

Step 4 - Jessie Dominguez from NReyesArt will contact you to discuss next steps