

Return and Delivery Policy for Artistico Art Caspersen

Effective Date: 01.08.2024

Thank you for choosing **Artistico Art Caspersen**, where you can create unique, AI-generated artwork that is custom-made for each customer. Due to the personalized nature of our service, please review our Return and Delivery Policy carefully before placing an order.

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1. Company Information

Artistico Art Caspersen

Location: Steinhausen, Zug, Switzerland

Email: support@artistico.art

2. Non-Refundable and Non-Returnable Products

All products offered by Artistico Art Caspersen are **custom-made** based on individual user inputs, and therefore, **all sales are final**. We do not offer refunds, exchanges, or returns on any products once the creation and printing process has begun. Each artwork is one-of-a-kind, and because of this, we cannot provide a refund for any dissatisfaction due to personal preference.

3. Damaged or Defective Products

While we take every step to ensure your artwork is delivered in perfect condition, damage during shipping can occasionally occur. If you receive a product that is damaged or defective, please follow the steps below:

- **Notification Period:** Contact us within **7 days** of receiving your product.
- **Required Information:** Include your order number, a description of the damage, and clear photographs showing the defect or damage to the artwork and packaging.
- **How to Submit:** Send this information via email to support@artistico.art with the subject line “Damaged Product – Order #[Your Order Number]”.
- **Next Steps:** Upon receiving your email, we will review your claim and notify you if your order is eligible for a replacement. If the claim is approved, we will send a replacement print of the same artwork.

Note: We do not offer refunds for damages caused by improper handling after delivery.

4. Incorrect Orders

In the event that you receive a print that is not what you ordered, please follow these steps:

- **Notification Period:** Notify us within **7 days** of delivery.
- **Required Information:** Include your order number, a description of the issue, and photos of the artwork you received.
- **How to Submit:** Send this information to support@artistico.art with the subject line “Incorrect Order – Order #[Your Order Number]”.
- **Next Steps:** If the error is verified, we will send a replacement of the correct print at no additional cost to you.

5. Order Cancellation Policy

Due to the unique, personalized nature of our service, cancellations or changes to an order are only permitted within 24 hours of placing the order. After this period, the artwork generation process will have begun, and we will not be able to cancel or modify your order.

To request a cancellation or modification within the 24-hour window, please contact us at support@artistico.art as soon as possible.

6. Shipping Details

We partner with reliable third-party shipping providers to ensure your product is delivered safely and on time.

- **Shipping Locations:** We offer worldwide shipping. Please ensure your shipping address is accurate during checkout, as we cannot be responsible for orders shipped to incorrect addresses.
- **Shipping Costs:** Shipping costs will be calculated during the checkout process, based on the destination and size of the order.
- **Delivery Times:** Estimated delivery times will be provided based on your location. Delivery times may vary depending on your region and external factors such as customs processing.
- **Tracking:** Once your order has been shipped, you will receive an email with a tracking number to monitor the delivery of your artwork.

7. Shipping Delays

While we work to ensure timely delivery, unforeseen delays may occur due to reasons beyond our control (e.g., weather conditions, customs processing, or issues with the carrier).

- **Tracking:** You will receive a tracking number once your order has shipped.
- **Delay Handling:** In the case of a delay, please allow a reasonable amount of time before contacting us. We will assist you in tracking your order, but we cannot offer refunds for delays in shipping.

8. Customer Responsibilities

It is the responsibility of the customer to:

- Ensure that the correct address is provided at checkout. Artistico Art Caspersen cannot be held responsible for orders delivered to an incorrect address.
- Understand the uniqueness of AI-generated artwork, and acknowledge that slight variations in color or design may occur during the printing process.
- Monitor the tracking of their package once a tracking number has been provided to ensure timely receipt of the order.

9. Contact Information for Support

For any questions, issues, or claims, please contact us at:

Artistico Art Caspersen

Address: Steinhausen, Zug, Switzerland

Email: support@artistico.art

10. Legal Rights

This policy is in accordance with Swiss consumer protection laws and does not affect your statutory rights.