

Terms of Use, Shipping & Return Policy.

Alterations to delivery address

1. You acknowledge that it is your responsibility to enter the correct delivery details upon placing your order.
2. If you require a delivery address update, we will endeavour to do this for you, if the order has not yet shipped.
3. We are unable to change the delivery address once an order has been shipped, and at this stage it becomes the responsibility of the customer to ensure they receive the order or place a new order.
4. We cannot be held liable if you, the customer, omit any important information from the delivery address, resulting in the order being returned to us. If the order is returned to us, due to customer error, you may be charged an additional delivery fee to reship your order.

Cancellation of your order

1. Due to our fast turnaround time, we are unable to cancel orders once they have entered production/printing stage.
2. If you request an order cancellation before your order has entered production/printing stage, we will happily cancel it and process a credit note.

Standard Delivery

From the moment you receive a confirmation email, with the attached receipt of purchase, it usually takes about 7-12 business days for delivery. This does however depend on your location, the shipping method used as well as current volumes being shipped by the courier network. We do not guarantee these time frames; they are a rough guide only. Your order can be shipped to a PO Box address in Australia, if you so choose.

Delivery time frames

The above timeframe can be impacted by a number of factors:

1. Late payment or payment denied
2. Some products require a longer period of time in the production phase due to materials shortage/availability.
3. Delivery location.
4. Delay or issue with Production
5. Delay or issue with our production/shipping partners

We do not offer compensation if your order arrives after 12 business days

Premium Freight Protection

As we utilise third party delivery companies, we are not able to guarantee items won't be damaged or lost in transit. In order to protect against these issues, all printed artwork includes a 'Premium Freight Protection Service', which means that your order will be covered with this protection and will be replaced if damaged or lost in transit.

Custom or Import Duties

Items destined for some countries may attract customs charges. You the customer acknowledge you have sole responsibility in paying these fees. If a delivery fails because you do not respond in time to Customs communications, or you refuse to pay the applicable charges, we cannot offer any compensation or refunds.

Return Policy

You have the right to ask for a replacement or refund under Consumer Law for products and services bought on or after 1 January 2011. You can ask us for a replacement or refund, but you are not always entitled to one. For example, the consumer guarantees do not apply if you got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it.

Replacement or Credit

As these artworks are highly personalised and printed to order, we can only offer a replacement or credit in the following circumstances. Manufacturing defect will result in a replacement. Item lost in transit will result in a replacement. Shipping damage will result in a replacement. Manufacturer's internal IT system error will result in credit. Manufacturer's Customer Service or designer error will result in credit. A replacement or credit must be requested within thirty days after delivery and will be issued in accordance with the above rules. These prints very rarely suffer defects and are carefully packaged for shipping, however if yours does arrive a little worse for wear please email us a photo with a brief description of the issue so that we may review for you.