

Return & Exchange Policy

The ARTpublika Shop

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OVERVIEW

All products in The ARTpublika Shop are **made-to-order** and custom printed specifically for you. Because of this, we have a strict return policy. We do not offer returns or exchanges for buyer's remorse, wrong size, or color preference.

However, we stand behind the quality of our products. If you receive a damaged, defective, or incorrect item, we will make it right.

WHAT WE COVER

We will provide a replacement or refund if your order has any of the following issues:

✓ Damaged Items

Products that arrive with physical damage (tears, stains, broken packaging, etc.)

✓ Defective Items

Products with printing errors, manufacturing defects, or quality issues

✓ Wrong Items

You received an item that doesn't match what you ordered (wrong design, wrong product type, mislabeled sizing)

✓ Lost Packages

Your order never arrived and tracking shows it as lost

WHAT WE DON'T COVER

We **cannot** accept returns or provide refunds/exchanges for:

- X Wrong size ordered (please check size charts carefully before ordering)
- X Wrong color selected
- X Changed your mind / buyer's remorse
- X Subjective quality issues (e.g., "I expected it to look different")
- X Items that have been worn, washed, or used
- X Delayed delivery due to customs processing (international orders)

Important: All products feature original artwork created by our artists. Please review product images, descriptions, and size charts carefully before purchasing.

HOW TO FILE A CLAIM

If you believe your order qualifies for a replacement or refund:

Step 1: Contact Us Within 30 Days

Email us at artpublikamag@gmail.com within **30 days** of receiving your order.

For lost packages: Contact us within **30 days** of the estimated delivery date.

Step 2: Include This Information

- Your order number
- Clear photos showing the issue (damage, defect, wrong item, or mislabeling)
- Description of the problem

Step 3: Wait for Our Response

We'll review your claim and respond within **2-3 business days** with next steps.

RESOLUTION OPTIONS

If your claim is approved, we will offer one of the following:

Option 1: Replacement (Most Common)

We'll produce and ship a new item to you at no additional cost. This is typically the fastest solution.

Option 2: Full Refund

If a replacement isn't possible or preferred, we'll issue a full refund to your original payment method.

Refund Timeline: Refunds are processed within 5-7 business days after approval. Please allow 5-10 additional business days for the refund to appear in your account (depending on your bank/card issuer).

RETURN SHIPPING

You do NOT need to return defective or incorrect items to us.

Our products are custom-made and printed on demand by our fulfillment partner, Printful. Since these items cannot be restocked, we do not require physical returns in most cases. Instead:

- Provide clear photos as proof of the issue
- You may keep, donate, or dispose of the defective/incorrect item
- We'll send you a replacement or process a refund

In rare cases where we need the item returned for inspection, we will provide a prepaid return shipping label at no cost to you.

SPECIAL POLICIES FOR INTERNATIONAL CUSTOMERS

For European Union (EU) and United Kingdom (UK) Customers

14-Day Right of Withdrawal:

In accordance with EU Consumer Rights Directive and UK Consumer Contracts Regulations, customers in the EU and UK have the right to cancel their order within **14 days of receiving the product** for any reason, even if you simply changed your mind.

However, please note:

- Our products are **custom-made to order** with personalized designs
- Under EU law, customized goods may be exempt from the right of withdrawal
- We will evaluate withdrawal requests on a case-by-case basis

To exercise your right of withdrawal:

1. Email artpublikamag@gmail.com within 14 days of delivery
2. State clearly that you wish to withdraw from the purchase
3. Include your order number

Refund for EU/UK Withdrawals:

- If approved, you must return the item in its original, unused condition with all tags and packaging
- You are responsible for return shipping costs
- Once we receive the returned item and verify its condition, we'll process your refund within 14 days

For Brazilian Customers

7-Day Right to Regret:

Under Brazilian consumer protection law (CDC - Código de Defesa do Consumidor), customers in Brazil have the right to cancel their order within **7 calendar days** of receiving the product for any reason.

To exercise this right:

1. Email artpublikamag@gmail.com within 7 days of delivery
2. Include your order number and reason for cancellation
3. Return the item in its original, unused condition

Return Process:

- You are responsible for return shipping costs

- Once we receive the item, we'll process a full refund within 14 days
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INTERNATIONAL ORDERS & AVAILABILITY

We ship worldwide! Our fulfillment partner, Printful, ships to most countries globally with only a few exceptions due to legal restrictions or carrier limitations. During checkout, you'll see if shipping is available to your location.

Payment Methods: While our site is hosted on Wix, we support multiple payment providers to serve customers worldwide. Available payment methods vary by country, but most locations can use major credit/debit cards, PayPal, or region-specific payment options.

Note: Shipping restrictions may temporarily change due to global events, natural disasters, or carrier disruptions. Check the latest shipping availability during checkout.

CUSTOMS, DUTIES, AND TAXES

International Orders:

Customers are responsible for any customs duties, import taxes, or fees imposed by their country. These charges are not included in your order total and are not refundable.

If you refuse a package due to customs charges, you will not receive a refund for:

- Shipping costs
 - Customs fees we incur
 - Production costs
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LOST OR STOLEN PACKAGES

After Delivery Confirmation:

If tracking shows your package was delivered but you didn't receive it:

1. Check with neighbors, building management, or household members

2. Verify the delivery address on your order confirmation
3. Contact your local post office or carrier

We are not responsible for packages that are confirmed as delivered by the carrier but were lost or stolen after delivery. However, we may be able to assist with filing a claim with the shipping carrier.

INCORRECT ADDRESS

Your Responsibility:

You are responsible for providing an accurate, complete shipping address. If your order is returned to us due to:

- Incorrect address
- Incomplete address
- Refused delivery
- Unclaimed package

We will contact you about reshipping. **Reshipping fees will apply** and must be paid before we can send your order again.

FAQS

Q: What payment methods do you accept? A: We accept all major credit/debit cards, PayPal, and other payment methods depending on your location. Our site is hosted on Wix, which supports 100+ payment providers worldwide to ensure you can complete your purchase regardless of where you're located.

Q: Can I cancel my order after placing it? A: Because we begin production immediately, orders can typically only be cancelled within **2-4 hours** of placement. Contact us ASAP at artpublikamag@gmail.com with your order number if you need to cancel.

Q: What if I ordered the wrong size? A: Unfortunately, we cannot exchange items for size. Please refer to our size charts before ordering. We recommend ordering a size up if you're between sizes.

Q: How long does it take to receive a replacement? A: Replacements are produced and shipped just like a new order. Production typically takes 2-7 business days, plus shipping time (3-10 business days depending on your location).

Q: Can I exchange for a different design? A: No, we do not offer exchanges for different designs. If you'd like a different product, you'll need to place a new order.

Q: What if my package is stuck in customs? A: Customs processing is beyond our control and can take several weeks in some countries. This does not qualify for a refund or replacement. Please contact your local customs office for assistance.

QUALITY COMMITMENT

All designs featured in The ARTpublika Shop are created by human artists using traditional artistic methods—**never AI-generated**. Each product is carefully printed and quality-checked by our fulfillment partner, Printful, before shipping.

While we maintain strict quality standards, print-on-demand items may have minor variations in:

- Color (due to screen display differences and fabric variations)
- Placement (slight shifts of 1-2 inches are within industry standards)
- Texture (varies by fabric type and product)

These minor variations are **not considered defects** and do not qualify for returns or replacements. However, significant printing errors, damage, or wrong items are always covered under our policy.

CONTACT US

If you have questions about this Return & Exchange Policy or need to file a claim:

Email: artpublikamag@gmail.com

Subject Line: "Order Issue - [Your Order Number]"

Please include:

- Your order number

- Photos of the issue (if applicable)
- Detailed description of the problem

We typically respond within **2-3 business days** (Monday-Friday, excluding holidays).

GOVERNING LAW

This Return & Exchange Policy is governed by the laws of the State of New York, United States, except where consumer protection laws of your country provide greater rights (such as EU/UK withdrawal rights and Brazilian right to regret).

Thank you for shopping at The ARTpublika Shop!

We appreciate your business and are committed to ensuring you're satisfied with your purchase. While our strict policy reflects the realities of made-to-order products, we will always work with you in good faith to resolve any legitimate quality issues.