Sally-Ann Johns Return Policy

Returns and Refunds Policy

Thank you for your interest and purchase of Sally-Ann Johns originals. Please read this policy carefully.

If you don’t love this art, and in order to be eligible for a refund, return the product within 30 calendar days of your purchase. The product must be in the same condition that you receive it and undamaged in any way. If the piece is returned damaged, you will be partially billed for the damages.

After we receive your item, we will inspect it and process your refund. The money will be refunded to the original payment method you’ve used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If you have initiated the return after 30 calendar days have passed since the original purchase date, you will not be eligible for a refund.

Returned items need to be sent to:   
Sally-Ann Johns  
25 Beaverhall Road  
EH7 4JE

Edinburgh

United Kingdom

Give us your full name, address, order number, reason for return, and state that this is a return package.

Refunds of shipping:  
 a. We will cover the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

b. You are obliged to pay the return shipping costs if the return is not a result of our fault.

Contact for assistance if you experience any issues. If you have any questions about the Returns and Refunds Policy, please contact by email: [Sally@SallyAnnJohns.com](mailto:Sally@SallyAnnJohns.com)