



PRINTS - RETURNS POLICY NOTICE (UK/EU)

Statutory Rights

Our returns policy does not affect your statutory rights.

Summary of Rights

Customers resident in the UK have the unconditional right to cancel an order within a 7 business day cooling-off period starting the day after delivery. The right to cancel is in addition to your statutory right to reject faulty or wrongly described goods under the Sale of Goods Act. If you do cancel an order within 7 business days, Graham Harris Graham – Fine Art Photography will refund your money, as soon as possible & within 30 days at the latest. You are required though to return the goods.

If you fail to return the goods, Graham Harris Graham – Fine Art Photography has the option of charging you for the cost of recovering them. The refund however will never be made conditional upon you returning the goods; your right to a refund is absolute whether you return the goods or not. You are not responsible for the cost of returning faulty goods. In these cases the cost of returning the items & arrangements for their collection will be borne by Graham Harris Graham – Fine Art Photography.

In all cases, however, you are under a duty of care to look after the goods while they are in your possession. You must also make them available for collection upon receiving written notice. If you send items back you should package them carefully, ensure they are correctly addressed & use a reliable delivery service. Please contact our office by email or telephone within 7 working days of the day the item was delivered stating your name & address, the invoice number & the item(s) you wish to return. Please do not return any items to us before contacting our office.

Any item returned must be packed in its original packaging & must not be unsealed. To ensure safe return of the item, at your request we may arrange for collection from your address at your cost. In this instance, once the item has been collected by our courier, we will assume the responsibility for its safe return to us & therefore we recommend this method of return. If you wish to use your own method of return, this must be agreed by us before you proceed.

Upon receipt of your item, subject to it fulfilling the criteria stated above, we will refund the item & delivery charge to the card used for the original transaction. If you are returning an item because of an error on our part or because the item is damaged we will arrange for the collection of the incorrect or damaged item & organise for a replacement to be sent to you at our cost.

If an error occurred on our part, please contact our office by email or telephone within 7 working days of the day the item was delivered stating your name & address, the Invoice & Order Number, the item(s) you wish to return & whether the item(s) was sent in error or has been damaged in transit. Please do not return any items to us at your own expense, we will arrange



with you a convenient day to collect the incorrect/damaged item(s). Any item returned must be packed in its original packaging & the packaging must not be unsealed. The delivery of the correct item or replacement for a damaged item will be despatched to you as soon as possible & will be arranged with you by telephone or email. If you are unsure about any of these terms please contact us at info@ghgraham.com or at +44(0)138-388-2149.

PRINTS - RETURNS POLICY NOTICE (USA)

The two most important consumer protection laws for online shopping in the U.S.A. are the **Mail/Telephone Order Rule** & the **Fair Credit Billing Act**.

Mail/Telephone Order Rule

Graham Harris Graham – Fine Art Photography must deliver your goods within certain time periods or could face penalties from the Federal Trade Commission. The rule applies when orders are made online, by mail, or by telephone.

Graham Harris Graham – Fine Art Photography is obliged to satisfy the delivery date advertised or within 30 days if no date is provided. If we are unable to deliver by the required date, we will provide you notice so that you can choose to:

- cancel your order & receive a full & prompt refund or
- permit Graham Harris Graham – Fine Art Photography to deliver at a later date

Fair Credit Billing Act

The Act gives you certain rights if there is an error or dispute relating to your bill.

- If there is an error on your statement, you can withhold payment for the disputed amount while you notify the creditor (*Your credit card provider, not Graham Harris Graham – Fine Art Photography*). You can withhold payment when your bill contains a charge for the wrong amount, for items you returned or didn't accept, or for items not delivered as agreed.
- Notify the creditor (*Your credit card provider*) of the error promptly, no later than 60 days after the first bill on which the error appeared. Put it in writing. Describe the error clearly. Include your name, address & credit or charge card number. Send your notice to the address on the creditor's statement for billing inquiries.
- After you send the notice, the creditor (*Your credit card provider*) must give you a written acknowledgment within 30 days & must resolve the error within 90 days.

A federal law, which dates back to 1972, introduced the 3-Day Cooling Off Rule. It does NOT apply



to the purchase of items sold online. It only applies when a company is selling something that costs \$25 or more at a location other than its regular place of business. However, arts or crafts purchased at a fair, shopping mall, civic center, or school are exempt.

Nevertheless, Graham Harris Graham – Fine Art Photography will endeavour to work with you if in the unlikely event you are dissatisfied after your purchase so long as it is within a reasonable amount of time. We will work to resolve problems on a case by case basis.

Defects & Errors

If an error occurred on our part, please contact our office by email or telephone within 7 working days of the day the item was delivered stating your name & address, the Invoice & Order Number, the item(s) you wish to return & whether the item(s) was sent in error or has been damaged in transit.

Please do not return any items to us at your own expense, we will arrange with you a convenient day to collect the incorrect/damaged item(s).

Any item returned must be packed in its original packaging & the packaging must not be unsealed. The delivery of the correct item or replacement for a damaged item will be despatched to you as soon as possible & will be arranged with you by telephone or email.

If you are unsure about any of these terms please contact us at info@ghgraham.com or at +44(0)138-388-2149.