Exchange, Returns & Refunds

Changed your mind? We understand purchasing art is very personal choice, if you are unhappy or changed your mind, we have a 14-day return policy, which means you have 14 days after receiving your order to request a return. To be eligible for a return, your item must be in the same condition that you received it, unused and in its original packaging. The buyer will bear the cost of return postage and any related customs tax or fees. Please email mellowmuseprints@gmail.com within 14 days of purchase.

Damaged or Lost: In the rare event of damage or lost, please contact us within 14 days of receipt of your purchase. Please email mellowmuseprints@gmail.com with photos of damage. We will be happy to either track down your order or arrange a replacement, whichever is applicable.

Exchanges: To ensure a prompt exchange please return your item as soon as possible, and once the return is accepted, make a separate purchase for the new item. The buyer bears the cost for the return postage and any customs tax or fees.

Exceptions / non-returnable items: Custom or personalised products are non-refundable. Please email mellowmuseprints@gmail.com with any questions. Unfortunately, we cannot accept returns on sale items.

To start a return, please email mellowmuseprints@gmail.com, we will be happy to accommodate your request or arrange for exchange. Unfortunately, any artwork sent back to us without first requesting a return will not be accepted

We will notify you once we have received and inspected your return and let you know if the refund is accepted. You will be automatically refunded on your original payment method minus any fees or postage, if applicable. Please remember it can take a 4 - 5 working dates for your bank or credit card company to process.

Cancellation: If you change your mind and would like to cancel your order before it has been shipped, please email mellowmuseprints@gmail.com as soon as possible. We will do our best to accommodate your request, but it cannot be guaranteed.