

Five Walls Gallery – Return Policy

All Sales Are Final

All sales are final. We do not accept returns, exchanges, or offer refunds for change of mind on any artworks, including original, commissioned pieces, and prints.

Damaged or Incorrect Items

If you receive a damaged or incorrect item, please notify us immediately by email or phone so we can assist with the issue. We may request photographic evidence to help facilitate the process of addressing the concern.

Cancellation of Orders

As our artworks are unique and often created on commission, we are unable to accommodate order cancellations once the purchase has been confirmed. Please ensure you are certain of your order before completing your transaction.

Exchanges and Store Credit

Unfortunately, we do not offer exchanges or store credits for any artworks. However, in cases where items are damaged during transit, we may offer a replacement or work with you to find an appropriate solution.

Refunds

Refunds will only be considered in cases where the product is proven to be defective, or if it was delivered in a condition that significantly differs from the description provided. Any applicable refunds will be processed back to the original method of payment.

Contact Us

For any assistance or if you need to report a damaged or incorrect item, please reach out to us immediately at info@fivewalls.com.au or **+61 3 90436704** and our team is happy to help resolve any issues as quickly as possible.

Policy Updates

Five Walls Gallery reserves the right to update this policy at any time. Any changes will be posted on our website, and we encourage you to review the policy regularly.