

**Fusion Frames NW Return Policy** - Retail purchases return policy. This return policy does not apply to event, reseller or commission purchases.

FUSION FRAMES NW (FFNW) is committed to providing the finest quality art. Artwork is prepared for shipping by a professional packing & shipping service. **Artwork is insured for the purchase price and requires a Direct Signature upon delivery.** Purchaser should inspect the artwork, directly and carefully, upon receiving it.

### **Satisfaction Refund Request**

FFNW Fusion Frames are original one of kind artworks. High-resolution images and concise descriptions are available online, so Purchaser can evaluate each piece and make a well-informed buying decision. However, if Purchaser is not satisfied with his/her Fusion Frame, in most cases it may be returned within 5 days of receipt, for a refund of the cost Purchaser paid for the Fusion Frame, less a 15% restocking fee, and less the part of the shipping & handling costs FFNW paid (if any). The following conditions apply:

1. The Fusion Frame must be unused, undamaged and in original condition and packaging
2. Shipping & handling charges, duties, and brokerage fees are not refundable
3. Purchaser pays for return shipping charges
4. Returned Fusion Frame is insured for the original sales price
5. Purchaser requests a Return Merchandise Authorization (RMA). No refund, credit or return will be accepted or processed without an RMA. To notify FFNW of a Satisfaction Refund Request and ask for an RMA, email [admin@fusionframesnw.com](mailto:admin@fusionframesnw.com). Upon said notice, FFNW will provide further instruction
6. FFNW reserves the right to reject a refund for a Fusion Frame, which has been damaged in return transit

### **Damaged in Transit Refund Request**

In most cases, FFNW assumes responsibility for the sole costs of the artwork and original shipping & handling (if any) paid to FFNW, by Purchaser, for a Fusion Frame damaged in transit. The following conditions apply:

1. Purchaser requires delivery person to note damage to shipping container upon delivery, before signing for delivery, if there is evidence of damage to the shipping container
2. Purchaser request delivery person to witness inspection of container contents (Fusion Frame) upon delivery, if there is evidence of damage to the shipping container
3. Claimed damage is proven by reliable evidence and Carrier investigation to have been sustained in transit
4. FFNW accepts responsibility, even if Carrier will not reimburse FFNW for an insurance claim because Carrier determines packaging did not meet Carrier requirements
5. Purchaser notifies FFNW of damage immediately upon delivery and inspection, but in no event in less than 1 day, in writing, explaining the damage and the receiving & inspection process, and includes attached photos documenting claimed damage

6. Purchaser requests a Return Merchandise Authorization (RMA). No refund, credit or return will be accepted or processed without an RMA. To notify FFNW of a Damaged in Transit Refund Request and ask for an (RMA), email FFNW at [admin@fusionframesnw.com](mailto:admin@fusionframesnw.com). Upon said notice, FFNW and/or Carrier will provide further instruction. If Purchaser fails to notify FFNW of claimed damage within 1 day of delivery, FFNW will not accept responsibility for claimed damage, and the responsibility, in its entirety, will remain with the Purchaser and/or Carrier
7. Purchaser retains all of the original packing materials
8. Purchaser ships the Fusion Frame back via a commercial carrier
9. Returned Fusion Frame is insured for the original sales price
10. Purchaser pays the return shipping cost
11. Claim Determination: If the damage claim is approved, a refund of costs Purchaser actually paid to FFNW for the Fusion Frame and original shipping & handling will be credited to the original method of payment. If claim is denied, Purchaser will not receive a refund and the Fusion Frame will be stored in its original packaging, available for Purchaser to arrange for shipping or pick up, for up to 90 days

#### **Failure to Accept Delivery**

1. If Purchaser fails to accept delivery, Purchaser will not receive a refund
2. If Carrier policy dictates that a package is automatically returned to sender, Purchaser is responsible for return shipping charge compulsorily levied on FFNW, and Purchaser will promptly reimburse FFNW for said return shipping charge
3. Should a financial transaction merchant or company reverse a charge for Purchaser, due to Failure to Accept Delivery, reversing all or part of the original payment for Fusion Frame and/or shipping & handling costs from FFNW's account:
  - a. Purchaser agrees to a 25% restocking fee, and Purchaser will promptly pay said fee to FFNW, unless said fee has been satisfied by a partial reverse charge
  - b. Purchaser is responsible for original shipping & handling charges, in total, and Purchaser will promptly reimburse FFNW for shipping & handling costs that Purchaser did not pay (if any), unless said costs have been satisfied by a partial reverse charge

#### **Return Merchandise Authorization (RMA)**

1. If the conditions set forth above are met, an RMA will be issued
2. An RMA is required for all returns. No refund, credit or return will be accepted or processed without an RMA
3. An RMA is not an approval of a refund request. It is an authorization to return the Fusion Frame for claim evaluation & determination
4. The RMA will include further instruction on how & when to return the Fusion Frame, and additional information on the inspection, verification and refund request determination procedure