

Returns Policy

Conditions

The artist and the Walters Gallery take great care to provide customers with high quality, high value artworks, and to ensure that, to the limit of our control, customers experience that quality and value. If both the customer and the artist (or authorised Gallery representative) are not completely satisfied that the item they have purchased has been delivered to them in good condition, the Gallery will be happy to discuss replacing, exchanging, or refunding their purchase.

Replacements, exchanges, and returns

For the Gallery to consider a customer's request for replacement, exchange or refund, customers must be able to show legitimate cause, provide a clear description and photographic proof of the issue giving rise to their request, and provide proof of purchase. These can be sent by email or by post to:

Email: galleries@rhonddawalters.com.au

Mail: The Walters Gallery
Unit 73/35 Sefton Rd
Thornleigh, NSW 2120

For a replacement, exchange or refund to take place, the initially purchased artwork must first be returned by the customer to the Gallery. Shipping fees associated with the return of artworks may, at the sole discretion of the Gallery, be refundable to the customer, depending on the issue motivating the return and on the circumstances of the return.

If a refund has been agreed, the total price the customer initially paid the Gallery for the artwork and its delivery will be refunded to the customer in Australian dollars or in the customer's local currency at the exchange rate that was applicable at the time of the initial purchase.

Policy Updates

This Policy may change from time to time and is available on the Gallery website.

Policy Complaints and Enquiries

For any queries or complaints about this Returns Policy, please contact:

The Walters Gallery
Unit 73/35 Sefton Rd, Thornleigh, NSW 2120
galleries@rhonddawalters.com.au