

ARTISTIC OVENS

RETURN AND REFUND POLICY

Last updated: March, 1 2026

1. Artistic Ovens reserves the right to accept returns, only in compliance with specific terms.

2. Defective or Incorrect Items: If the return is due to a defective of the product no cover by warranty and the Sales Term Conditions by Artistic Ovens or wrong item, we'll help resolve it and cover return shipping costs or offer some sort of compensation / rebate depending of the case. **Note:** Please Read **SALES TERMS AND CONDITIONS line item 2 and item 4 regarding product and warranty.**

Note: Damaged products received must be checked upon arrival from Carrier and rejected. Please read document "SHIPPING POLICY" <https://www.artisticovens.com/about>

3. Non-damaged returns: You're responsible for both initial and returned shipping costs. We'll deduct initial shipping, returned shipping and handling fees from the refund. 20% will be applied to the total purchase. The return is 30 days from the pickup date or delivery date in its original packaging, unused and with the status in which it was dispatched from us.

4. Return authorization process and forms will need to be filled out before returning any items. Refunds will be authorized only upon inspecting received items returned in their original form as they were dispatched. Customers will need to provide photos of the materials and it must be on its original packaging to be returned. Final approval from us is necessary to make sure that materials are secure and visually intact before shipping materials back to Artistic Ovens.

5. Item Acceptance: Damaged or incomplete items won't be accepted; they'll be returned at your expense with no credit issued. Upon receiving the returned materials and inspection of it, the refund will be processed with the restocking fees applied.

Note: If Ovens and products are not returned in their original packaging form as it was dispatched, Artistic Ovens will reject the return. The customer will be liable for the cost of the return and the cost of shipping it back to the customer again. If the materials received are damaged by the carrier during the return, we will open a claim with the carrier and upon receiving the cost of the materials refunded to us, Artistic Ovens, we will proceed with the refund to the customer.

6. We disclaims any responsibility for damage caused to our merchandise by anyone other than a shipping company chosen, arranged, and paid for by Artistic Ovens, including but not limited to shipping companies arranged and paid for by you or your representative. In the event of damage to our merchandise caused by you and your shipper, you must file all damage claims with your shipping company and/or insurance company.

Note: Artistic Ovens is not liable for products mishandling during transportation by the customer's own shipping arrangement, installation, usage, and maintenance of the products.

6.1 Will-Call / Customer Freight Pickup: If you arrange your own shipping company or freight forwarder to pick up your order, the sale is made **EXW Hayward , California, USA 94545 . Risk transfers to the buyer at pickup. We are not responsible for shipping damage, delays, or export logistics. See Will Call policy or request the Will Call Policy.**

6. Refunds will be authorized only upon inspecting receiving items returned in their original form minus cost of shipping and return transportation cost handled by us.

Read “**RETURN POLICY**” at <https://www.artisticovens.com/about>

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