

Worth Framing Return Policy

“NO DISSATISFIED CUSTOMERS” MERCHANDISE RETURN/EXCHANGE POLICY

If you encounter any problems with your order, please do the following –

1. Contact us at info@worthframing.com within 5-days of receiving this order. Describe the nature of the problem, including the specific product that the problem pertains to. Be sure to include a daytime and evening phone number at which you can be reached. We may elect to contact you by phone or email to discuss the problem in greater detail, or simply provide you a return authorization via email. **Do not return any merchandise for refund or exchange without authorization!**
2. Upon receiving our written return authorization (via email), return the product(s) in unused condition, including all paper work, receipts, and packaging that accompanied the product(s).
Be sure to include a copy of the return authorization!
3. Ship the product via U.S. Postal Service* to the address listed below. Since any refund or exchange cannot occur until the item(s) are back in our possession, we strongly suggest that you insure the shipment and require a signature and/or return receipt upon delivery. **Worth Framing assumes no responsibility for the return shipment!**
4. Upon receiving and inspecting the merchandise, we will provide the refund or exchange as agreed upon in Step 1.

Merchandise sent via U.S. Postal service must be sent to the following address –

Worth Framing
3022 W Main St
Belleville, IL 62221

*For UPS and FedEx shipments, contact us at info@worthframing.com or by phone at 618-233-6796 for the appropriate shipping address.

Thank-you for your Worth Framing purchase – we will do everything possible to make it an enjoyable one!

Best regards,

Dave and Roger