



Art Lenz – Refund and Return Policy

At Art Lenz Photography, we are committed to delivering high-quality photography services and ensuring client satisfaction. The following policy outlines our approach to refunds and returns.

1. Refund Eligibility

Clients may request a refund within seven (7) calendar days from the date of purchase. Refunds are only applicable for services or products that have not been fully delivered, or if the delivered product does not meet the agreed-upon specifications.

2. Outstanding Balance Deduction

Any outstanding fees or balances on the client's account will be deducted from the total refundable amount prior to processing the refund.

3. Refund Request Procedure

To initiate a refund, clients must submit a written request to our official email or contact number. Upon receipt, Art Lenz will:

Verify the purchase details.

Review any outstanding balances.

Assess the eligibility of the refund based on the service delivered.

Approved refunds will be processed within 10–14 business days using the original payment method unless otherwise agreed upon.

4. Non-Refundable Items

Certain items and services are non-refundable, including but not limited to:

Custom retouched images delivered per client specifications.

Services already completed and approved by the client.

Travel or accommodation costs incurred for photoshoots.

5. Modifications and Rescheduling

Clients wishing to reschedule a photoshoot may do so up to 48 hours in advance without penalty.

Cancellations with less than 48 hours' notice may incur a fee.

6. Contact Information

For questions or to submit a refund request, please contact:

Website: www.artlenz.com.au

Email: info@artlenz.com.au

Phone: [+61480393160](tel:+61480393160)

7. Company Details

ABN: [72 928 618 174](http://72928618174)

Address: PO BOX 292, Cannington, WA 6987

8. Copyright & Ownership

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