

Shipping & Returns

Shipping

- Shipping is free Australia wide.
- Freight on larger artwork will be quoted upon inquiry and invoiced separately.
- When your order has been shipped, we will notify you via email which will include your tracking information.
- A signature on delivery is required unless requested otherwise.
- When an authority to leave is requested by you at checkout, you acknowledge that Libby Dyer Art will not be liable in any way for a loss or damage to your parcel.

Delivery Times

- Delivery times within Australia will vary depending on your location but your parcel should arrive within 5-7 working days from the day of dispatch.
- We do not guarantee that your parcel will arrive within a set time frame and the above is a guide only, if you wish to receive your order by a certain date please get in touch with us to discuss.
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International Shipping

- Large artworks can be tricky for international freight, if there is an item that you wish to purchase but are located internationally please get in touch for a tailored freight quote.
- You are responsible for any additional local customs and duties on your order.
- We are required by law to disclose the full value of the package contents and cannot alter this value.
- If an order is refused by your country by no fault of our own, you are responsible for any additional shipping expenses or additional costs incurred.
- You are responsible for tracking your own parcel, failure to collect your parcel from the designated outlet may result in your parcel being returned to us here in Australia upon which you will need to cover the costs of re-postage of your order.

Returns

- We do not offer returns or exchanges for change of mind so please shop carefully.
- Libby Dyer Art will only offer a refund where the artwork ordered is faulty.
- Any issues with an order must be reported to me within 48hrs from receiving your parcel, with any returns to be finalised and posted back to me within 5-7 working days.
- Where Libby Dyer Art is at fault, she will cover any additional postage costs
- Any items that are being returned remain your property until received back to me, so please insure that you package your return items carefully.
- Libby Dyer Art will not be liable for any works damaged in return transit to her.