



RETURN POLICY

EFFECTIVE DATE JUNE 24, 2019

THANK YOU FOR YOUR PURCHASE. WE HOPE YOU ARE HAPPY WITH YOUR PURCHASE. HOWEVER, IF YOU'RE NOT SATISFIED WITH YOUR PURCHASE FOR ANY REASON, YOU MAY CONTACT [TIVONISG](#) WITHIN 15 DAYS AFTER RECEIVING YOUR ORDER. PLEASE SEE BELOW FOR MORE INFORMATION ON OUR RETURN POLICIES.

RETURNS & REFUNDS

TIVONI SG DOES **NOT** ISSUE REFUNDS ON PORTRAITS; B/W, COLOR, DRAMATIZED, OR POP ART. STORE CREDIT AND EXCHANGES CAN BE DETERMINED UPON ITEMS SUCH AS PRINTS, CANVAS PRINTS, MAKEUP PALETTES, SCHOOL SUPPLIES, AND ACCESSORIES. ALL SALES ARE FINAL.

1. ANY RETURNED ITEM MUST BE IN NEW CONDITION, UNTOUCHED OR OPENED.
2. TO RETURN AN ITEM, PLEASE WAIT TIL YOU HAVE RECEIVED A CONFIRMATION EMAIL, OR CALL.
3. ALL RETURNS WILL BE MAILED IN THEIR ORIGINAL PACKAGING AND BE MAILED TO THE ADDRESS PROVIDED UPON REQUEST.
4. AFTER RECEIVING YOUR RETURN AND INSPECTING THE CONDITION OF YOUR ITEM, PLEASE ALLOW 7-10 BUSINESS DAYS TO EXCHANGE OR SEND OUT STORE CREDIT.

EXCEPTIONS

1. FOR DEFECTIVE OR DAMAGED PRODUCTS, PLEASE CONTACT US AT THE CUSTOMER SERVICE NUMBER BELOW TO ARRANGE A REFUND OR EXCHANGE.

QUESTIONS?

IF YOU HAVE ANY QUESTIONS ABOUT OUR RETURN POLICY PLEASE CONTACT US AT : 254-630-4359

M-F 0900AM-08:00PM