



<https://www.alphaalpha-art.co.uk>

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# REFUND & RETURNS POLICY — Alpha & Alpha Global Holdings Ltd

Last Updated: 19 May 2026 Version: 1.0

## 1. Introduction

This Refund & Returns Policy explains your rights and our procedures regarding returns, cancellations, and refunds for artworks and related products (“Items”) purchased through the Alpha & Alpha platform operated by **Alpha & Alpha Global Holdings Ltd** (“we”, “us”, “our”).

This Policy applies to all consumer purchases and is drafted in accordance with the **Consumer Rights Act 2015** and the **Consumer Contracts Regulations 2013**.

## 2. Your Right to Cancel (14-Day Cooling-Off Period)

### 2.1. Eligibility

If you are a consumer, you have the right to cancel your order within **14 days** of receiving the Item, without providing a reason.

### 2.2. Exceptions

The right to cancel does **not** apply to:

- custom-made artworks
- personalised Items
- commissions created specifically for you
- digital products once downloaded or accessed

### 2.3. How to Cancel

To exercise your cancellation right, you must notify us in writing at: [contact@alphaalpha-art.co.uk](mailto:contact@alphaalpha-art.co.uk). You must send your cancellation request before the 14-day period expires.

## 3. Returns Process

### 3.1. Condition of Returned Items

Returned Items must be:

- unused
- in their original condition
- in their original packaging
- securely protected for transport

We reserve the right to refuse returns that are damaged due to improper handling by the Buyer.

### 3.2. Return Shipping Costs

Unless the Item is faulty or not as described, **you are responsible for return shipping costs.**

### 3.3. Return Address

The return address will be provided upon approval of your return request, depending on the artist's or gallery's location.

## 4. Refunds

### 4.1. When Refunds Are Issued

Refunds are issued when:

- we receive the returned Item
- or you provide proof of return shipment (tracking number)

### 4.2. Refund Timeline

Refunds are processed within **14 days** of receiving the returned Item or proof of shipment.

### 4.3. Method of Refund

Refunds are issued to the original payment method used at checkout.

#### **4.4. Non-Refundable Items**

We cannot issue refunds for:

- custom-made or personalised artworks
- digital products once accessed
- Items damaged after delivery
- Items returned in poor or altered condition

### **5. Faulty or Damaged Items**

#### **5.1. Reporting Issues**

If your Item arrives damaged or faulty, you must notify us within **48 hours** of delivery.

Please include:

- photos of the damage
- your order number
- a description of the issue

#### **5.2. Resolution Options**

Depending on availability, we may offer:

- repair
- replacement
- partial refund
- full refund

If the Item is one-of-a-kind and cannot be replaced, a refund will be issued.

### **6. Lost or Missing Deliveries**



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If your Item does not arrive within the estimated timeframe, please contact us. We will investigate with the carrier and provide updates. Refunds or replacements may be issued depending on the outcome of the investigation.

## 7. International Returns

Buyers outside the UK are responsible for:

- return shipping costs
- customs declarations
- import/export duties
- any additional fees charged by carriers or customs authorities

These charges are non-refundable.

## 8. Artwork Variations

Due to the nature of original artworks, slight variations in colour, texture, or appearance may occur. Such variations do **not** constitute grounds for a refund unless the Item is materially different from its description.

## 9. Contact Information

For questions about returns, cancellations, or refunds, please contact:

**Alpha & Alpha Global Holdings Ltd**  
Email: [contact@alphaalpha-art.co.uk](mailto:contact@alphaalpha-art.co.uk)  
Registered in the United Kingdom