

Return / Exchange Policy

Our Exchange / Return policies differ for Original Artwork and Print on Demand products. Please refer below for policies regarding different products. Only orders that have been placed through www.outkastart.com will be considered.

Original Artwork

Due to original artwork being a unique one-of-a-kind product we do not offer exchanges, and we only offer returns for damaged items. For refunds / returns on damaged items please submit a request via our Contact Us page within 10 days of delivery. All damage claims must be documented with photos to be validated. Requests received without photos will not be accepted. We cover the cost of return shipping.

Print on Demand

Our fulfillment partner is a print-on-demand company, which means that all products are unique and produced only once they're ordered. This also means that returns and exchanges are not supported if you ordered the wrong size, color or simply changed your mind.

However, in the case of a damaged product or a manufacturing error, we offer a free reprint or a refund if you contact us within 30 days of product delivery.

Any claims filed after 30 days will not be refunded or replaced.

Custom Orders

We do not offer returns or exchanges for custom orders. However, if your item is damaged upon delivery we will offer a store credit for the combined price of the damaged item and shipping cost. To be eligible, please reach out via our Contact Us page. All damage claims must be documented with photos to be validated. Any request received without photos will not be accepted. Store credit not to exceed \$500.

International

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- Return shipping for exchanges are free for domestic customers ONLY, All international customers are responsible for paying any postage, duties, taxes, and/or fees associated with importing the package.
- FOR INTERNATIONAL RETURNS/EXCHANGES:
PLEASE NOTE: It is the responsibility of the customer to pay any customs fees, duties or taxes associated with their order. If the customer chooses to reject the packages due to any reason, Outkast Art is no longer liable to provide credits, refunds or exchanges. Additionally, if the package is lost in transit after being rejected by the customer, Outkast Art is not responsible for refunding or re-manufacturing the order.

Policy Exceptions

- Exceptions include: Gift cards and customer damaged products. Gifts cannot be refunded. To exchange a gift please submit a request via our Contact Us page. Customer damaged items do not qualify for refunds/returns or replacements.
- If for any reason a package is lost or stolen after leaving our facility, Outkast Art is not held responsible and is allowed to accept or deny reproduction of an order on a case-by-case basis.

Initiating a Return/Exchange

Please review all policies before submitting your request.

- If you need to return or exchange an item start by emailing us at:
contactus@outkastink.com
- Please include a note in your return/exchange with your name and order number. Returns/Exchanges can be sent to

Outkast Ink
3333 Manchester Rd.
Suite 7

Return / Exchange Policy

Akron, Ohio
44240