

The Fine Print

by

METcALfe

Returns / Refund Policy

Should the unthinkable happen and your artwork or item is in need of repair or broken, we're here to help. We accept returns for incorrect or faulty items. If the item can not be exchanged we will issue a refund. Sorry, we do not accept returns due to a 'change of mind'.

Faulty or incorrect goods return policy:

If you have received your carefully wrapped parcel and realise an artwork is damaged or not what you ordered, please notify us immediately at metalmetcalf@gmail.com with photographs. We will come back to you with some solutions as soon as possible. In busy times please allow a couple of days.

Once we have confirmed the fault or error, we will repair, replace, or refund the item. If the item is faulty or incorrect, we will cover the cost of return shipping and cover all shipping costs incurred in replacing the item. You have 30 calendar days to return an item from the date you received it.

Post your return to:

METAL METCALFE Ltd, 4a Kaweka Place, Havelock North, HASTINGS, Hawke's Bay, 4130. Your item must be ideally the original packaging or in equally protective packaging. It must be tracked and it is important that you retain the tracking number of your returned items, in case of issues with post for example lost in transit.

Refunds:

We will notify you on the status of your refund after we have received and inspected the item. When your return is approved, we will initiate a refund to the same method of payment that was used to place the order. You will receive the credit in normal bank clearance time.

Frequently Asked Questions

Can I display my artworks outdoors?

Yes, you have two options, which essentially come down to your personal preference. The first is to do nothing! Display them in your outdoor spot, they will of course, rust on the exposed metal areas (the stem, weld and edges). Many customers love seeing their artworks patina in this way. The second is to protect them with a satin clear-coat spray. This will ensure they stay in their original condition. We suggest spraying a couple of coats, back and front. If you live near the beach/sea, then we suggest doing this annually. You can purchase a can of satin clear-coat from your local DIY store.

How do I contact you? or I have a different question?

Please message us through RITA.

We will come back to you as soon as we can.

Many thanks for supporting us & RITA.

Katie & Amy
METcALfe

