

Urban Afrique's (UA) Policies

Returns Policy

Buyers have 14 days from date of order to return purchases. Urban Afrique commitment to delight and earn the trust of our community members means that buyers are free to change their minds. The purchase must be returned to the seller in perfect condition and in its original packaging.

Items that are not eligible to returns includes.

- Special commissions/customisations
- Printed items.
- Damaged items not reported within 24hrs of receipt of delivery by the buyer(Urban Afrique will rely on the couriers delivery notification date stamp)
- Virtual Goods e.g., advertising services on Urban Afrique, Subscriptions etc

Once returns are requested via Urban Afrique's website subject the return policy, a courier will be arranged to pick up the item. Full refund, through the payment account used for the purchase, will be made once the item(s) are received by the seller in its original condition and packaging.

Custom Duties

Buyers are responsible for paying custom duties upon receipt of their artwork. Estimates of custom duty can be carried via [SimplyDuty.com](https://www.simplyduty.com) or similar sites.

Delivery Options & Policy

Artworks purchased via Urban Afrique can be shipped by the sellers directly through their preferred courier. Alternatively, buyers can opt for using Urban Afrique's secure and fast shipping services. A quotation will be provided at the time of order.

Shipping through Urban Afrique takes up to 7 days through our international courier partners: DHL & UPS. Our close loop shipping service include.

- Collection of the item from the seller's address
- Real time tracking of the item once collected.
- Delivery to Buyer's address

Shipments handled by sellers directly will be subject to the delivery estimates offered by the seller. Urban Afrique monitors customer satisfaction to ensure our standards of integrity is maintained throughout our community.

Cancellation Policy

Purchases can be cancelled free of charge within 24hrs of the order. Cancellations after 24hrs may attract a charge if the items have been collected from the seller by Urban Afrique. If seller is arranging shipping directly, cancellations are not possible after 24hrs of purchase.

Referral Scheme by Artist & Makers

Any referrals by artist or makers leading to an account being setup on Urban Afrique will be entitled to 10% of Urban Afrique's commission on sales through the Referee's account. Referral commissions will be paid monthly into referrer's registered account with Urban Afrique.