

Return & Refund Policy

Thanks for shopping at InfinOty.com. We value our clients and we're here to help. Please acquaint yourself with our refund and return policy below.

Our Returns Policy

If you are not entirely satisfied with your purchase you have 14 (fourteen) calendar days to return an item from the date you received it.

To be eligible for a return, your item must:

- be unused and in the same condition that you received it.
- be in the original packaging and have the receipt or proof of purchase.

Due to the nature of the bespoke quality of certain of our products and shipping logistics we can unfortunately **not accept returns** on certain of our artworks including:

- Lighting
- Wall Art including our steel, wood and photographic ranges
- Mirrors
- Any items marked down or on sale
- Any International orders outside the UK or Eurozone

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping On Refunds

We do not pay for the cost of return shipping or for the cost of re-shipping the new items. Only the price of the items will be refunded.

Cancelled Orders

You may cancel an order prior to shipping. Once the item has shipped, it may not be cancelled.

Contact Us

If you have any questions on how to return your item please [contact us](#).