**Refund Policy**

*Australian made Wall Art*

**Change of mind**

At Gravity Technology & Media, while we care about our customers, all of our products are custom made for each order and customer's specifications which unfortunately means we are unable to provide a refund or replacement based on a change of mind.

Please review your cart carefully before placing the order, as we cannot modify or offer exchanges once the order is sent into our production pipeline. Please ask any q's before purchase if you are unsure, we are more than happy to assist you.

You can choose a refund or exchange if an item has a major problem. This is when the item:

* has a problem that would have stopped someone from buying the item if they had known about it;
* is unsafe;
* is significantly different from the sample or description; or
* doesn't do what we said it would, or what you asked for and can't be easily fixed.

If you feel that you are not satisfied with your order, please reach out to us at [info@gravitytechmedia.com](mailto:info@gravitytechmedia.com)

All returns must be made within 14 days of receiving your order. Shipping costs when returning an item are at the buyer's expense and are non-refundable. Items must be returned in their original condition and packaging. The estimated delivery time of your exchanged product may vary depending on where you live. If you are shipping an item over $75, we advise using a trackable shipping service or purchasing insurance to go along with your service. There is no guarantee that we will receive your return item.

**Damaged in transit**

Under Australian consumer law, we will replace any products that arrive damaged, faulty, or different to described on this website. When shipping large, fragile items, there is always a risk of damage during transit. Thankfully, this is a rare occurrence for us due to considerable protective packaging.

If items arrive damaged, you must contact us immediately via email within 24 hours of receiving the product and provide photos of the damage along with the original packaging. Please do not discard the packaging until sufficient evidence is provided to us.