



Returns and Refunds

1. **Introduction:** Please note that all items sold by LUCCI Photography Prints are made to order, and we do not hold stock of pre-printed items. This means each product is specifically created based on your order. As such, our returns and refund policy is designed to accommodate the unique nature of our products. Please review the following guidelines carefully.
2. **Order Cancellation by LUCCI Photography Prints:** If LUCCI Photography Prints cancels an order, a full refund will be processed to the original payment method. This may occur due to issues such as, but not limited to, inability to fulfill the order, suspected fraudulent activity, or errors in pricing or product descriptions. You will be notified via email if your order is canceled.
3. **Order Cancellation by Customer:** If you cancel your order within two hours of placing it, a full refund will be processed to the original payment method. Cancellations made after this period are not eligible for a refund as the production process will have started. To cancel your order, please log in to your account and follow the cancellation instructions provided.
4. **Returns Due to Defects:** If you receive a product that is defective (i.e., there is an issue with the product that affects its quality or functionality), please contact us within 3 days of receiving the product to arrange a replacement or refund. You may be required to provide proof of the defect, such as photographs. The defective item must be returned to us within 14 days of receiving the product. We will provide you with instructions on how to return it. Please note that color variations between the screen display and the printed product are expected due to differences in color calibration and printing processes. Such variations do not constitute a defect, and therefore, returns or refunds based on color differences will not be accepted.
5. **Returns Due to Damage:** If your product is damaged during transit, please contact us within 3 days of receiving the product to arrange a replacement or refund. You will need to provide proof of damage, such as photographs. We will then provide you with instructions on how to return the damaged item. Returns must be received by us within 14 days of the return authorization being issued.

6. **Refund Processing:** Refunds will be processed to the original payment method. Please note that it may take several business days for the refund to appear on your account statement, depending on your bank or card issuer's processing times. If you do not see the refund within this period, please contact our customer service team for assistance.
7. **Exchange Policy:** We do not offer exchanges. If you wish to purchase a different product, you must place a new order. Returns of the original item will not be accepted for exchange purposes.
8. **Non-Returnable Items:** Please note that due to the customized nature of our products, we do not accept returns for non-defective items or items that were ordered in error by the customer.
9. **Contact Information:** For any questions or to initiate a return or refund, please contact our customer service team at al@lucciphotography.com with your order number and details of the issue.