

ARTISAN®

Return Policy

Thanks for shopping at ARTISAN® Sewing Supplies, LLC

We trust that you will be entirely satisfied with your purchase, If not, we're here to help. Please telephone us at 888-838-1408 Monday to Friday from 8:30 AM to 4:30 PM Pacific Standard Time. We are located in San Bruno, California and we'd like to help resolve any technical issue.

ARTISAN® works very hard to produce the best possible products . If you find some dissatisfaction with any of our products, please contact us so we can make it right.

Returns

You have 10 calendar days to return an item from the date you received an unsatisfactory replacement spare part, supply like thread or sewing machine motor. Sewing machines are only returnable with a 20% restocking fee and only if we agree to accept the return of your sewing machine. You are always responsible to pay for the out going and incoming freight back to the ARTISAN® workshop in San Bruno, CA. We do not send out machinery on a trial basis.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original undamaged packaging.

Your item needs to have the receipt or proof of purchase.

Before attempting to return any merchandise, Artisan must authorize the return and issue a Return Authorization Number to you. You will have 10 calendar days to return the merchandise to us at your prepaid expense. No exceptions!

Refunds

Once we receive your item, we will inspect it within three business days and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item.

If your return item is undamaged and 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

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of outbound and return shipping will be deducted from your refund.

Contact Us

If you have any questions on how to return your item to us, contact us. 888-838-408