



Return Policy

We offer a 60-day return policy, which means you have 60 days after receiving your item to request a return.

Eligibility for Returns:

- Items must be in the same condition as received, unused, unmounted, and in their original packaging.

Initiating a Return:

- To start a return, contact us at info@giantart.com or call 1-800-361-0014, Monday - Friday, 7 AM to 3 PM EST.
- Once your return is accepted, we will provide instructions on how and where to send your package.
- Items sent back without first requesting a return will not be accepted.
- Return shipping costs are the responsibility of the customer.

Damages and Issues:

- Inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you received the wrong item. We will address the issue promptly.

Exchanges:

- To exchange an item, return the original item and make a separate purchase for the new item once the return is accepted.

Refunds:

- We will notify you once we've received and inspected your return and inform you if the refund was approved.
- If approved, the refund will be processed to your original payment method. Please note that it may take some time for your bank or credit card company to process and post the refund.

For any return inquiries, please contact us at info@giantart.com.