

RETURN AND REFUND POLICY

Thanks for collecting art at www.hirashahidkazim.com

Please note our return and refund policy is firm, we support our art collectors up till the very end of the purchase just to make sure they are completely satisfied before making the final decision. This is one of the major reasons our payment method and customer support system in one-on-one without any third-party involvement. If you are still not entirely satisfied with your art purchase, we're here to help. Write to us at contact@hirashahidkazim.com or whatsapp +92-321-224-9676 with your complaint and we will do our best to help you.

Criteria for Return and Refund:

Returns To be eligible for a return:

- You must have a valid reason of return/refund, "change of mind" is not acceptable.
- You have 15 calendar days to return an art piece from the date you received it.
- The art must be undamaged and in the same condition that you received it.
- The art must be in the original packaging.
- The art needs to have receipt or proof of purchase.
- The art must have a Certificate of Authentication.

Refunds Once we receive the artwork, we will inspect it and notify you that we have received your returned art. We will immediately notify you of the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to you via direct bank transfer. You will receive the credit within a certain number of days, depending on your bank's policies.

Non-Refundable Items (Art)

- **Any digital product purchased is non-refundable.** If you have any issues with a download or digital product, please contact us.
- **Shipping:** You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- We do not offer refunds on Commission Arts.
- We do not offer refunds for art courses, art workshops and art mentoring programs.
- We do not offer refunds on art therapy sessions.

Note:

When you commit to course classes, workshops or therapy, you have committed to paying in full whether you attend fully or not. We are not monsters and if there are circumstances that prevent you from completing a program, we can talk.

You are ultimately responsible for your success. Take advantage of learning from us, asking questions, and doing the work. Even if you think you already know something, we may have a different approach. We are here to help you learn and give you our full support and knowledge while you work with us and even after the completion of course.

Last updated: September 1, 2026.

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