FOXTROT STUDIOS

Returns & Refunds Policy

Last updated November 26, 2026

Overview

Every Foxtrot Studios print is made to order just for you, so we don't accept returns for change of mind. If your print arrives damaged, defective, or wrong, we'll replace it free of charge.

Each order is printed, framed, and packed by our professional print partner, which usually takes 2–3 business days, then shipped by ground. Most orders arrive about 1–2 weeks after you order.

Damaged, defective, or wrong items

If your print arrives damaged, has a printing or framing defect, or isn't what you ordered, we'll send a free replacement. Please email us **within 7 days of delivery** with:

1. Your order number
2. Photos of the damage or defect
3. Photos of the shipping box and packaging, inside and out

Please keep the print and packaging until your claim is resolved. If a replacement isn't possible, we'll issue a full refund instead. You won't need to send the damaged item back unless we ask.

Returns, exchanges, and cancellations

Because each print is made specifically for your order, we can't accept returns or exchanges for change of mind, a different size or frame color, or an order placed by mistake.

You can cancel for a full refund only if your order hasn't gone into production. Printing often starts within hours of ordering, so email us as soon as possible. Once printing has started, the order can't be cancelled.

Lost or missing packages

If tracking shows your order lost in transit, or it hasn't moved for 10 business days, contact us and we'll send a replacement.

If tracking shows delivered but you can't find it, please check with neighbors and your building office, then wait 2 business days, since carriers sometimes mark packages early. If it still hasn't turned up, email us and we'll file a claim with the carrier and work with you on a replacement.

Please double-check your shipping address at checkout. We can't cover orders sent to an incorrect address you entered. If one is returned to us, we can reship it for the cost of shipping.

Color and appearance

Screens show color differently, so your print may look slightly different from the image on your device. Small variations in color, brightness, and natural wood grain on maple frames are normal and aren't considered defects.

Contact us and refunds

Email foxtrotstudios22@gmail.com with your order number and we'll reply within 2 business days.

Approved refunds go back to your original payment method. Please allow 5–10 business days for it to show, depending on your bank.
