

Return Policy

Ellen Senisi Photography
Effective date December 12, 2024

Ellen Senisi has a 30-day return policy, which means you have 30 days after receiving your item to request a return. To be eligible for a return, your item must be in the same condition in which you received it.

To start a return, can contact Ellen at ellen@ellensenisiphotography.com. Please provide a reason for the return request. Ellen will then provide the address to which the print can be sent.

If your return is accepted, Ellen will send you a return shipping label, as well as instructions on how and where to send your package.

Damages and issues

Please inspect your print when you receive it and contact Ellen immediately if the item is damaged or if you receive the wrong item. You can always contact Ellen at ellen@ellensenisiphotography.com for any return question. Unfortunately, returns on sale items or gift cards cannot be accepted.

Exchanges

The fastest way to ensure you get what you want is to return the item you have and, once the return is accepted, make a separate purchase for the new item.

European Union 14 day cooling off period

Notwithstanding the above, if the merchandise is being shipped into the European Union, you have the right to cancel or return your order within 14 days, for any reason and without a justification. As above, your item must be in the same condition that you received it.

Refunds

Ellen will notify you once your return has been received and inspected and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too. If more than 15 business days have passed since your return has been approved please contact Ellen at ellen@ellensenisiphotography.com.