

Shipping & Return Policy

Euro Home Decor

Order Confirmation

Once you place an order, you will receive an order confirmation email. This confirms that we have received your order and have pre-authorized your payment method.

We immediately begin verifying product availability. If an item is on backorder or unavailable, we will void the pre-authorization and notify you via email. If the item is in stock and ready to ship within 5 business days, your payment will be processed, and the order will be submitted for shipment.

Order Shipment

We ship to **Canada, the USA, and internationally.**

Orders typically ship within **5 business days** if the item is in stock. Once your order ships, you will receive tracking information within 24 hours at the email address provided during checkout.

If you do not receive tracking within 6 business days, please contact us at **info@ontwall.com**.

Damages

Please inspect all packages upon delivery. If there is visible damage, note it when signing for the delivery.

If your item(s) arrive damaged, please email clear photos to **info@ontwall.com**. We will file an insurance claim on your behalf.

Cancellations & Returns

If you're not 100% satisfied with your purchase, you may return or exchange the item within **30 days** of purchase.

- Items must be in their **original condition and packaging**.
- **Return shipping costs** are the buyer's responsibility.
- For orders totalling **\$75 or more**, the **original shipping cost** will be deducted from the refund.
- Refunds will be issued to the **original payment method** used at checkout.