

At Smart Art, we carefully curate each subscription box to contain all of the full-sized tools you need to be successful each month. You won't find another subscription service with the same level of passion for creating a worry-free art experience for our subscribers.

If you find that your box isn't right for you at this time, we will refund your first subscription box purchase and cancel your subscription. **Simply follow the steps below to begin your refund.**

LET US KNOW



Contact us at support@smartartbox.com within 14 days of receiving your first subscription box

PACK IT UP



Repackage all of the items including used and unused supplies into the original Smart Art Box.

SHIPPING LABEL



Print out the provided shipping label and tape over the old label. Be sure to cover all old shipping information.

TAPE THE BOX



Retape all three edges of the box including the front flap and two edges.

POST OFFICE DROP-OFF



Bring your package to your local USPS within 28 days of receiving your return label.

RECEIVE YOUR REFUND



Once the tracking number on your package shows that it is in transit we will begin processing your refund.

FIRST BOX GUARANTEE FREQUENTLY ASKED QUESTIONS

What is the Smart Art "First Box Guarantee"?

Our "First Box Guarantee" is a guarantee that you will love our subscription box. We believe this so much that we are willing to offer a 100% money back guarantee for the first month of your purchase!

When is the "First Box Guarantee" applicable?

Our "First Box Guarantee" is only applicable to the first month of a Smart Art subscription box order for a new subscriber, and can only be used towards Smart Art subscription products. This offer is not valid for any collaboration products.

What is the "First Box Guarantee" effective date?

The Smart Art "First Box Guarantee" is effective starting with June 2021's Smart Art subscription boxes.

What locations qualify for the "First Box Guarantee"?

The "First Box Guarantee" is only available to US customers.

When do I need to request my refund and return by?

A refund and return can be requested within 14 calendar days of receiving the first box of the subscription.

Can I use the products and still ask for a refund?

Yes. Products can be used (first box only) and returned to confirm whether you like the contents of the Smart Art box.

How do I return my box?

A USPS shipping label will be created and provided by Smart Art. Shipping labels will only be valid for 28 days once provided. Returns are only accepted for US shipping addresses. The return must be sent in the original Smart Art box. All used and unused products must be included with the return.

When will my refund be processed?

Once the tracking number on your return shows that it is in transit, we will begin processing your refund. To expedite your refund, please reach out to us at support@smartartbox.com to let us know when you've handed your box to your local post office. Refunds typically take 4-7 business days.

DO YOU HAVE ADDITIONAL QUESTIONS?
PLEASE CONTACT US AT SUPPORT@SMARTARTBOX.COM