

## Shipping Policy for Fine Art Work

Thank you for your interest in purchasing fine art from Wild Horizon Fine Art, LLC. We are dedicated to ensuring that your artwork arrives safely and securely. Please review our shipping policy below for details on how we handle the shipping process:

### 1. Shipping Methods and Carriers:

We utilize trusted shipping carriers such as UPS, FedEx, and specialized art couriers for the transportation of fine art pieces. The choice of carrier will depend on the size, weight, and fragility of the artwork.

We ship small works under 11 x 14 inches and work on paper using USPS Priority Mail, within 3 - 5 business days. An additional Insurance charge is added for orders over \$100. You will receive a tracking number, once your order has shipped.

We can only ship to PO Boxes or residential addresses. Please include your entire address when filling out the shipping information, including apartment number, street, highway, etc. The Post Office must be able to deliver to the address you provide.

For purchases of larger paintings and/or framed paintings, we use FedEx Ground/Home Delivery to ship. You will receive an estimate of the shipping and the tracking number from us at the time of shipping. A signature will be required upon receipt.

### 2. Shipping Costs:

Shipping costs for fine art pieces will be calculated based on factors such as the size, weight, destination, and shipping method chosen. These costs will be clearly outlined during the checkout process, and we strive to offer competitive rates for our customers.

### 3. Packaging:

Each piece of fine art is carefully packaged by our team of experts using industry-standard materials and techniques to ensure its safety during transit. We use custom-sized boxes, high-quality padding, and appropriate cushioning materials to minimize the risk of damage.

### 4. Insurance:

All shipments of fine art are fully insured against loss or damage during transit. This insurance coverage is included in the shipping cost and provides peace of mind for both the buyer and seller.

#### 5. Delivery Time:

The delivery time for fine art pieces may vary depending on the shipping method selected, the destination, and any unforeseen circumstances such as weather delays or customs inspections. We will provide you with an estimated delivery time frame at the time of purchase.

#### 6. Tracking Information:

Once your order has been shipped, we will provide you with a tracking number so that you can monitor the progress of your shipment in real-time. You will receive notifications regarding the status of your delivery and any important updates.

#### 7. Shipping Restrictions:

Certain restrictions may apply to the shipping of fine art, particularly for international shipments or artworks with special handling requirements. We will notify you in advance if there are any restrictions or additional charges associated with shipping your order.

#### 8. International Shipping:

International shipping will be determined on a case-by-case basis and is at the discretion of Wild Horizon Fine Art, LLC. Please reach out to [camille@wildhorizonfineart.com](mailto:camille@wildhorizonfineart.com) for details on shipping internationally. For international shipments of fine art, additional customs duties, taxes, or fees may apply depending on the destination country's regulations. It is the responsibility of the buyer to cover these additional charges, and we recommend consulting with local customs authorities for more information.

#### 9. Delivery Inspection:

Upon receiving your fine art piece, we recommend inspecting the packaging for any signs of damage before accepting the delivery. If you notice any damage to the outer packaging, please make a note of it with the delivery driver and contact us immediately. You will have 2 days after receiving your fine artwork purchase to contact us about any damage that may have occurred during shipping. Carefully read the returns and exchanges policy below to determine if you are eligible for a return or refund.

#### 10. Returns and Exchanges:

Due to the unique nature of fine art pieces, we do not accept returns or exchanges unless the artwork arrives damaged or significantly different from the description. If you encounter any issues with your order, please contact us within 2 days of receiving the artwork to initiate a return or exchange process.

By placing an order with Wild Horizon Fine Art, LLC, you agree to comply with our shipping policy outlined above. If you have any questions or concerns regarding the shipping process, please don't hesitate to contact us for assistance. We are committed to providing you with a seamless and enjoyable shopping experience for your fine art needs.

#### Return Policy:

We want you to be 100% satisfied with your purchase. We strongly encourage customers in the DC region to pick up purchases from the studio. This ensures that you will be certain about your decision to purchase an original artwork from Wild Horizon Fine Art, LLC.

If you are unhappy with the product you receive from us, please feel free to return the item(s) within 7 days. Please carefully read the following instructions before returning your item:

1. Photograph the artwork and email us a clear image indicating that it is not damaged in any way prior to shipping. Email the jpg file to us at [Camille@wildhorizonfineart.com](mailto:Camille@wildhorizonfineart.com). Your return cannot be processed if we do not receive this image prior to shipping.
2. Please repackage and return the artwork using the exact same style of packaging material in which you received it. Ensure that it is labeled "fragile," and that it is protected from damage during shipping.
3. You will be responsible for paying the return shipping cost, insurance, and a 15% restocking fee.
4. Please provide us with a tracking number once you have shipped the return. When we receive the returned item(s), we will issue a refund, minus the original shipping and handling fee.

**If your order is lost or damaged during shipping**, please contact us as soon as possible at [Camille@wildhorizonfineart.com](mailto:Camille@wildhorizonfineart.com). If the product is damaged, you must contact us within 2 business days of receiving it in order to begin filing for a refund. Failure to do so will result in denial of a refund. You will need to provide photographic documentation of the damage, and we will determine if the damage was caused by the carrier. If damage was caused by the carrier in transit, you will need to file a claim through the insurance policy you purchased along with your artwork shipping method. If it is determined that

the damage was not caused by the carrier, and there is no accompanying documentation indicating that the damage was caused by the carrier, we will be unable to offer a refund.

If you do not receive your package within the estimated shipping time period provided by the carrier, we will help you track it.