

## **SHIPPING & DELIVERY**

SATELLITES OF ART is committed to deliver your Art Work order with good quality packaging within the given time frame. To ensure that your order reaches you in good condition, in the shortest span of time, we ship through reputed courier agencies only.

### **How the delivery charge is calculated for multiple units?**

The shipping charge is specified separately for every work of art. For multiple work of art ordered the program adds up the total of all individual shipping charges. Thus, a customer who orders three works of art is charged the total of all individual delivery charges associated with each work of art. Thus the delivery fee is calculated separately when a customer orders different work of art.

Our prices are all inclusive. All taxes are included.

### **How long does it take for an order to arrive?**

The artworks will be shipped to the customer once all necessary documentation, pertaining to transportation, address, insurance, tax, etc. are completed and the payment has been realized in full including all relevant additional charges. Once we realize the payment we take upto 5 working days to dispatch the artwork. Most orders are delivered within 15 working days. Delivery of all orders will be duly done to the address as mentioned by you at the time of placing the order. We do not guarantee any time limit of delivery. In odd instances, a consignment may be delayed due to extraneous circumstances such as, flight delays, remote locations, strikes etc.

### **What if the work of art is received in damaged condition?**

If you think, you have received the artwork in a bad condition or if the packaging is tampered with or damaged before delivery, please refuse to accept the package and return the package to the delivery person. Also, please email us at [info@satellites-of-art.com](mailto:info@satellites-of-art.com) mentioning your Order ID. Please make sure that the original artwork tag and packing is intact when you send us the product back. However, the unsatisfactory condition will only be covered for damaged or spoilt condition at delivery, and not because the buyer did not like the artwork he/she has purchased.

### **How is the Work of Art Packed?**

The artworks are unframed & unmounted & will be shipped in protective packaging. Paintings that are shipped flat with the frame are without glass covers; we cannot provide any guarantee for glass.