

## Frequently Asked Questions (FAQ)

**Last Updated: 27<sup>th</sup> May, 2025**

Welcome to our store's comprehensive FAQ section. Here you'll find answers to the most commonly asked questions about purchasing contemporary art online, our services, and policies.

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### 1. GENERAL INFORMATION

#### **Q: What is this store about?**

**A:** Our store is a small passion project online contemporary art gallery, featuring original artworks, limited edition prints, and sculptures from emerging and established artists across the country. We make contemporary art accessible to art lovers, collectors, and new enthusiasts.

#### **Q: Where are you located?**

**A:** We are based in Noida, India, and operate primarily online to serve customers across India and select international locations.

#### **Q: What types of art do you sell?**

**A:** We specialize in contemporary art including:

- Original paintings (oil, acrylic, watercolor, mixed media)
- Limited edition prints and reproductions
- Hyper- Realism
- Sculptures (small to medium-sized)
- Installation pieces (by arrangement)
- Abstract, figurative, landscape, and conceptual works

#### **Q: Are all artworks original?**

**A:** We clearly distinguish between original artworks and reproductions. Each listing specifies whether it's an original piece, limited edition print, or reproduction. All originals come with certificates of authenticity.

#### **Q: Do you work with local artists only?**

**A:** The store is managed by only me, from consulting, processing and packaging, I alone handle all the production.

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## **2. BROWSING AND SHOPPING**

### **Q: How do I search for specific types of art?**

**A:** Use our advanced search filters to find art by:

- Artist name
- Art style (abstract, figurative, landscape, etc.)
- Medium (oil, acrylic, pencil sketches, etc.)
- Size dimensions
- Price range
- Color palette
- Room type (living room, bedroom, office, etc.)

### **Q: Can I see artwork in person before buying?**

**A:** Currently, we operate online-only. However, we provide:

- High-resolution images from multiple angles
- Detailed measurements and specifications
- Video showcases for select pieces
- 7-14 day return policy for your peace of mind

### **Q: How accurate are the colors displayed online?**

**A:** We use professional photography and color calibration to ensure accuracy. However, colors may vary slightly due to screen settings. We provide detailed color descriptions and offer returns if the artwork significantly differs from online representation.

### **Q: What if the artwork doesn't fit my space?**

**A:** We provide detailed dimensions for every piece. Measure your space carefully.

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## **3. ARTISTS AND AUTHENTICITY**

### **Q: How do you select artists for your platform?**

**A:** I am the only Artist.

### **Q: How do I know if an artwork is authentic?**

**A:** Every original artwork comes with:

- Certificate of authenticity signed by the artist

- Detailed provenance information
- Artist's biography and statement
- High-resolution documentation
- Our guarantee of authenticity

**Q: Can I commission custom artwork?**

**A:** Yes! We offer commissioned artwork services:

- Connect you with suitable artists
- Discuss your vision and requirements
- Provide progress updates during creation
- Ensure quality and satisfaction
- Custom works typically take 2-8 weeks depending on complexity

**Q: Can I meet the artist?**

**A:** We can arrange artist meetings for significant purchases or commissions, subject to artist availability.

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## **4. PRICING AND PAYMENTS**

**Q: Why do art prices vary so much?**

**A:** Art pricing depends on:

- Artist's reputation and career stage
- Artwork size and complexity
- Medium and materials used
- Time invested in creation
- Market demand and rarity
- Edition size (for prints)

**Q: Are your prices negotiable?**

**A:** Prices for most artworks are fixed. However, we occasionally offer:

- Volume discounts for multiple purchases
- Seasonal promotions and sales

- Loyalty discounts for repeat customers
- Special pricing for corporate purchases

**Q: What payment methods do you accept?**

**A:** We accept all major payment methods:

- Credit/Debit Cards (Visa, MasterCard, American Express, RuPay)
- Net Banking from all major Indian banks
- UPI (Google Pay, PhonePe, Paytm, etc.)
- Digital Wallets (Paytm, Amazon Pay, etc.)
- EMI options for purchases above ₹10,000
- Bank transfers for large purchases

**Q: Is it safe to pay online?**

**A:** Absolutely! We use:

- SSL encryption for all transactions
- PCI DSS compliant payment gateways
- Secure tokenization (we don't store card data)
- Fraud detection systems
- 3D Secure authentication

**Q: Can I pay in installments?**

**A:** No.

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## **5. SHIPPING AND DELIVERY**

**Q: Where do you ship?**

**A:** We ship across India and to select international locations:

- **Domestic:** All Indian states and union territories
- **International:** US, UK, Canada, Australia, EU, UAE, Singapore (currently not available)
- **Remote areas:** Additional time and charges may apply

**Q: How long does shipping take?**

**A:** Shipping times vary by location and method:

- **Standard (7-14 days):** Most locations in India
- **Express (3-5 days):** Major cities
- **Same-day:** Delhi NCR, Mumbai, Bangalore (for select items)
- **International (5-21 days):** Depending on destination and method

**Q: How do you package artwork?**

**A:** We use museum-quality packaging:

- Acid-free materials to prevent damage
- Custom-cut protective foam
- Multiple layers of bubble wrap
- Moisture-resistant barriers
- Reinforced corners and edges
- Professional crating for valuable pieces

**Q: Can I track my order?**

**A:** Yes! You'll receive:

- Order confirmation with tracking number
- Real-time SMS and email updates
- Online tracking portal access
- Delivery appointment notifications
- Photo confirmation upon delivery

**Q: What if my artwork arrives damaged?**

**A:** If artwork arrives damaged:

- Report within 48 hours of delivery
  - Provide photos of damage and packaging
  - Keep all packaging materials
  - We'll arrange immediate replacement or full refund
  - No cost to you for our shipping errors
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## **6. RETURNS AND REFUNDS**

**Q: Can I return artwork if I don't like it?**

**A:** No.

**Q: How long do refunds take?**

**A:** Refund timeline:

- Inspection: 1-2 business days after we receive the return
- Processing: 1 business day after approval
- Bank credit: 3-7 business days depending on payment method
- Total: Usually 5-10 business days from return receipt

**Q: What items cannot be returned?**

**A:** Non-returnable items include:

- Commissioned/custom artworks
- Digital downloads (after download)
- Sale/clearance items (unless defective)
- Items damaged by customer
- Artwork returned after the return period

**Q: Can I exchange artwork?**

**A:** Yes, exchanges are possible:

- For different size in same series
- For equal or higher value artwork
- Return original item first
- Pay difference if applicable
- Same return conditions apply

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## **7. CARE AND MAINTENANCE**

**Q: How should I care for my artwork?**

**A:** Proper artwork care:

- **Avoid direct sunlight** to prevent fading

- **Maintain stable humidity** (45-55% ideal)
- **Dust gently** with soft, dry cloth
- **Avoid touching** the artwork surface
- **Professional cleaning** for valuable pieces
- **Proper framing** with UV-protective glass

**Q: Should I frame my artwork?**

**A:** Framing recommendations:

- **Paintings:** Optional, but protects and enhances presentation
- **Prints:** Recommended for longevity and professional display
- **Works on paper:** Essential for protection
- We offer professional framing services with museum-quality materials

**Q: How do I hang artwork safely?**

**A:** Safe hanging tips:

- **Use appropriate hardware** for artwork weight
- **Find wall studs** for heavy pieces
- **Measure carefully** before drilling
- **Consider professional installation** for valuable or large works
- We provide hanging instructions and can recommend installers

**Q: What if my artwork gets damaged after purchase?**

**A:** For post-purchase damage:

- Contact us for restoration service recommendations
- We maintain relationships with professional conservators
- Insurance claims assistance available
- Artist consultation for significant damage

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## **8. CORPORATE AND BULK PURCHASES**

**Q: Do you offer corporate art programs?**

**A:** Yes, we provide comprehensive corporate services:

- Office art consultation and curation
- Bulk purchase discounts
- Custom installation services
- Art rental programs
- Corporate gift solutions
- Invoice and payment term flexibility

**Q: Can I buy multiple pieces at once?**

**A:** Absolutely! Benefits of bulk purchases:

- Volume discounts available
- Coordinated shipping
- Curatorial assistance for cohesive collections
- Flexible payment terms
- Priority customer service

**Q: Do you work with interior designers?**

**A:** No.

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## **9. TECHNICAL SUPPORT**

**Q: I'm having trouble with your website. What should I do?**

**A:** For website issues:

- Try refreshing the page or clearing your browser cache
- Check your internet connection
- Try a different browser or device
- Contact our technical support team
- We support all major browsers and mobile devices

**Q: Can I save artworks to view later?**

**A:** Yes! Create an account to:

- Save artworks to your wishlist
- Compare different pieces



- Track price changes
- Receive notifications about new works
- Access your purchase history

**Q: Do you have a mobile app?**

**A:** We have a mobile-optimized website that works perfectly on all devices. A dedicated mobile app is in development and will be available soon.

**Q: How do I create an account?**

**A:** Creating an account is simple:

- Click "Sign Up" on our homepage
  - Provide email and create password
  - Verify your email address
  - Complete your profile for personalized recommendations
  - Start browsing and saving your favorite artworks
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## **10. SPECIAL SERVICES**

**Q: Do you offer art consultation services?**

**A:** Yes, our art consultants provide:

- Personal collection development advice
- Space-specific art recommendations
- Investment guidance for serious collectors
- Art education and market insights
- Connections with artists and other collectors

**Q: Can you help me start an art collection?**

**A:** Absolutely! Our beginner services include:

- Collection strategy consultation
- Budget planning and recommendations
- Education about different art movements and styles
- Gradual collection building over time

- Access to emerging artists at accessible prices

**Q: Do you organize art events?**

**A:** Not yet.

**Q: Can I sell my artwork through your platform?**

**A:** We accept submissions from artists:

- Submit portfolio through our artist application
  - Curatorial review process (2-4 weeks)
  - If accepted, we handle marketing, sales, and logistics
  - Competitive commission structure
  - Marketing support for featured artists
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## **11. LEGAL AND POLICIES**

**Q: What are your terms of service?**

**A:** Our Terms of Service cover:

- User responsibilities and eligibilities
- Purchase terms and conditions
- Intellectual property rights
- Limitation of liability
- Dispute resolution procedures
- Available on our website for full details

**Q: How do you protect my personal information?**

**A:** We protect your privacy through:

- SSL encryption for all data transmission
- Secure data storage practices
- Limited access to personal information
- Compliance with Indian data protection laws
- Clear privacy policy outlining our practices

**Q: What if there's a dispute about my order?**

**A:** Our dispute resolution process:

- Contact customer service first
  - Escalation to management if needed
  - Mediation services available
  - Compliance with Consumer Protection Act, 2019
  - Legal recourse as per Indian law
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## **12. CONTACT AND SUPPORT**

**Q: How can I contact customer service?**

**A:** Multiple ways to reach us:

- **Email:** suryansh.mishra.sm6@gmail.com(Response within 20 hours)
- **Phone:** +91 93121 57264(Mon-Sat, 9 AM - 7 PM IST)
- **WhatsApp:** +91 93121 57264(Quick responses)
- **Contact Form:** On our website for detailed inquiries

**Q: What languages do you support?**

**A:** We provide support in:

- English (primary)
- Hindi
- International customers: English support available

**Q: How quickly do you respond to inquiries?**

**A:** Our response times:

- **Live Chat:** Immediate during business hours
- **WhatsApp:** Within 5 hour during business hours
- **Email:** Within 20 hours for general inquiries
- **Phone:** Immediate during business hours
- **Complex issues:** Within 24 hours

**Q: Can I visit your physical location?**

**A:** We operate primarily online, but we can arrange:

- Appointment-based viewing for serious collectors
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### **13. INTERNATIONAL CUSTOMERS**

#### **Q: Do you ship internationally?**

**A:** In Progress.

#### **Q: What about customs and duties for international orders?**

**A:** International shipping considerations:

- Customs duties and taxes are customer responsibility
- We provide all required documentation
- Customs clearance assistance available
- Potential delays due to customs processing
- Some artworks may require special export permits

#### **Q: How do international refunds work?**

**A:** International refunds:

- Same refund policy applies
  - Customer responsible for return shipping
  - Currency conversion at current rates
  - Additional processing time for international transactions
  - Bank transfer fees may apply
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### **14. INVESTMENT AND COLLECTING**

#### **Q: Is art a good investment?**

**A:** Art investment considerations:

- Art can appreciate over time but isn't guaranteed
- Buy what you love first, investment potential second
- Emerging artists offer growth potential
- Established artists provide stability
- Diversification important in any art collection

- Professional advice recommended for serious investment

**Q: How do I know if an artist's work will increase in value?**

**A:** Factors affecting art value:

- Artist's career trajectory and exhibition history
- Critical recognition and awards
- Market demand and collector interest
- Rarity and significance of the work
- Overall art market trends
- Economic factors and cultural shifts

**Q: Do you provide certificates of authenticity?**

**A:** Yes, for all original artworks:

- Signed by the artist
- Detailed artwork information
- Provenance documentation
- Our gallery guarantee
- Digital registration in our database

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**Still have questions?**

If you can't find the answer you're looking for, please don't hesitate to contact our customer service team. We're here to help make your art buying experience exceptional!

**Contact us at:**

- Email: [suryansh.mishra.sm6@gmail.com](mailto:suryansh.mishra.sm6@gmail.com)
- Phone: +91 93121 57264
- WhatsApp: +91 93121 57264

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*This FAQ is regularly updated based on customer questions and feedback. If you have suggestions for additional questions to include, please let us know!*