

## **Shipping Policy**

**Effective Date:** 27<sup>th</sup> May, 2025

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

### **1. OVERVIEW**

At [Your Store Name], we understand that contemporary artwork requires special care during shipping. This Shipping Policy outlines our procedures for packaging, shipping, and delivering artwork safely to customers across India and select international locations.

By placing an order with us, you agree to the terms outlined in this Shipping Policy.

### **2. SHIPPING AREAS**

#### **2.1 Domestic Shipping (India)**

We ship to all states and union territories within India, including:

- All major metropolitan cities
- Tier 2 and Tier 3 cities
- Remote and rural areas (subject to courier availability)
- Northeast states (additional time may be required)
- Island territories (Andaman & Nicobar, Lakshadweep)

#### **2.2 International Shipping**

Currently available to select countries:

- United States
- United Kingdom
- Canada
- Australia
- European Union countries
- Singapore
- UAE
- Other countries upon request

**Note:** International shipping is subject to customs regulations and may require additional documentation.

### **3. SHIPPING METHODS AND TIMEFRAMES**

#### **3.1 Domestic Shipping Options**

##### **Standard Shipping (Surface Transport)**

- Delivery Time: 7-14 business days
- Suitable for: Paintings, prints, small sculptures
- Tracking: Available

##### **Express Shipping (Air Transport)**

- Delivery Time: 3-5 business days
- Suitable for: Urgent deliveries, high-value items
- Tracking: Real-time tracking available

##### **Premium White Glove Delivery**

- Delivery Time: 5-10 business days
- Suitable for: Large sculptures, installations, fragile pieces
- Services: Professional art handlers, installation assistance
- Insurance: Full value coverage
- Available in: Delhi NCR, Mumbai, Bangalore, Chennai, Hyderabad, Pune, Kolkata

#### **3.2 International Shipping Options**

##### **Standard International**

- Delivery Time: 10-21 business days
- Method: Air transport with local postal service
- Tracking: Available until destination country

##### **Express International**

- Delivery Time: 5-10 business days
- Method: International courier (DHL/FedEx)
- Tracking: Door-to-door tracking
- Insurance: Available

##### **Art Freight Services**

- For large installations and high-value pieces

- Custom crating and specialized handling
- Door-to-door service with art logistics partners
- Transit time varies by destination

## **4. SHIPPING COSTS**

### **4.1 Domestic Shipping Rates**

#### **Standard Shipping:**

- Small items (up to 5kg): ₹150-300
- Medium items (5-15kg): ₹300-600
- Large items (15kg+): ₹600-1,500
- Oversized items: Calculated based on dimensions

#### **Express Shipping:**

- 50% additional charge over standard rates
- Minimum charge: ₹400

#### **White Glove Delivery:**

- Metro cities: ₹2,000-5,000
- Non-metro cities: ₹3,000-8,000
- Installation services: ₹1,000-3,000 additional

#### **Free Shipping Thresholds:**

- Orders above ₹15,000: Free standard shipping
- Orders above ₹25,000: Free express shipping
- Orders above ₹50,000: Free white glove delivery (metro cities)

### **4.2 International Shipping Rates**

- Calculated based on destination, weight, and dimensions
- Starting from ₹2,500 for small items
- Express service: 100% additional charge
- Customs duties and taxes: Customer responsibility

### **4.3 Special Handling Charges**

- Fragile item handling: ₹200-500

- Custom crating: ₹1,000-5,000
- Climate-controlled shipping: 25% additional
- Weekend delivery: ₹500 additional
- Remote area delivery: ₹300-800 additional

## **5. PACKAGING STANDARDS**

### **5.1 Artwork Protection**

We use museum-quality packaging materials:

#### **Paintings and Prints:**

- Acid-free tissue paper
- Bubble wrap protection
- Corner guards and edge protectors
- Moisture-resistant barriers
- Reinforced cardboard backing
- Double-wall corrugated boxes

#### **Sculptures and 3D Artwork:**

- Custom foam inserts
- Shock-absorbing materials
- Multiple protection layers
- Sturdy wooden crates (for valuable pieces)
- "Fragile" and "This Side Up" markings

#### **Large Installations:**

- Professional crating services
- Climate-controlled packaging
- Specialized lifting equipment
- Custom transportation solutions

### **5.2 Packaging Process**

1. Quality inspection before packaging
2. Professional photography of artwork condition

3. Careful wrapping by trained staff
4. Secure packaging with appropriate materials
5. Final inspection and labeling
6. Tracking number assignment

## **6. ORDER PROCESSING TIME**

### **6.1 Standard Processing**

- Small artworks: 1-2 business days
- Medium artworks: 2-3 business days
- Large artworks: 3-5 business days
- Custom or made-to-order pieces: 7-21 business days

### **6.2 Factors Affecting Processing Time**

- Payment verification
- Artwork availability
- Custom framing requests
- Artist verification (for original pieces)
- Special packaging requirements
- Peak season volumes

### **6.3 Rush Processing**

- Available for urgent orders
- Additional fee: ₹500-2,000
- Same-day processing for in-stock items
- Subject to availability and payment confirmation

## **7. DELIVERY PROCESS**

### **7.1 Delivery Attempts**

- Up to 3 delivery attempts for standard shipping
- Customer notification before each attempt
- Alternative delivery arrangements available
- Pickup from local courier office option

## **7.2 Delivery Requirements**

- Recipient must be present for valuable items
- Photo ID verification may be required
- Signature confirmation mandatory
- Inspection opportunity before acceptance

## **7.3 White Glove Delivery Service**

- Advance appointment scheduling
- Professional art handlers
- Unpacking and inspection assistance
- Basic installation services available
- Removal of packaging materials
- Condition report documentation

## **8. TRACKING AND UPDATES**

### **8.1 Tracking Information**

- Tracking number provided within 24 hours of dispatch
- Real-time updates via SMS and email
- Online tracking portal access
- Customer service support for tracking queries

### **8.2 Delivery Notifications**

- Dispatch confirmation
- In-transit updates
- Out-for-delivery notification
- Delivery confirmation with photo proof
- Any delay notifications

## **9. DELIVERY ISSUES**

### **9.1 Failed Delivery**

- Customer notification immediately
- Rescheduling options provided

- Storage at local facility for up to 7 days
- Return to origin after unsuccessful attempts
- Re-delivery charges may apply

## **9.2 Damaged Items**

### **Immediate Action Required:**

- Inspect artwork upon delivery
- Report damage within 24 hours
- Provide photographic evidence
- Do not discard packaging materials
- Cooperate with insurance claim process

### **Our Response:**

- Investigation within 48 hours
- Replacement or refund options
- Insurance claim assistance
- Artist notification (for originals)

## **9.3 Lost Shipments**

- Investigation initiated after expected delivery date
- Insurance claim process begins
- Customer updates every 48 hours
- Replacement or refund within 15 business days
- Artist compensation (for originals)

## **10. INTERNATIONAL SHIPPING SPECIFIC TERMS**

### **10.1 Customs and Duties**

- Customs documentation provided
- Duty and tax calculation assistance
- Customer responsible for all customs charges
- Potential delays due to customs clearance
- Return shipment costs if customs clearance fails

## **10.2 Restricted Items**

Certain artwork may be restricted for international shipping:

- Items with cultural significance
- Antiques and heritage pieces
- Works requiring export licenses
- Items with restricted materials

## **10.3 Export Documentation**

- Commercial invoices
- Packing lists
- Certificate of origin
- Artist authenticity certificates
- Export permits (when required)

## **11. SPECIAL CIRCUMSTANCES**

### **11.1 Peak Season Delays**

During festivals and peak seasons:

- Extended delivery times
- Advanced booking recommended
- Priority processing for premium customers
- Clear communication about delays

### **11.2 Weather and Natural Disasters**

- Service suspensions during extreme weather
- Alternative routing when possible
- Customer communication about delays
- Extended insurance coverage periods

### **11.3 Remote Areas**

- Additional delivery time required
- Local partner coordination
- Possible additional charges



- Alternative pickup locations

## **12. INSURANCE AND LIABILITY**

### **12.1 Standard Insurance Coverage**

- Included in all shipments
- Coverage up to declared value
- Protection against damage and loss
- Third-party insurance provider

### **12.2 Enhanced Insurance**

- Available for high-value items
- Full replacement value coverage
- Comprehensive protection
- Additional premium charges

### **12.3 Limitation of Liability**

Our liability is limited to:

- Actual value of artwork
- Shipping costs refund
- Insurance coverage amount
- Not liable for consequential damages

## **13. RETURNS AND SHIPPING**

### **13.1 Return Shipping**

- Customer arranges return shipping
- Original packaging must be used
- Same care standards required
- Return shipping costs customer responsibility

### **13.2 Defective Items**

- We arrange return pickup
- No shipping charges for customer
- Replacement shipped at no cost

- Express return processing

## **14. CUSTOMER RESPONSIBILITIES**

### **14.1 Address Accuracy**

- Provide complete and accurate address
- Include landmark references
- Ensure accessibility for delivery vehicles
- Update address changes promptly

### **14.2 Availability**

- Be available during delivery window
- Arrange alternative recipient if needed
- Respond to delivery communications
- Inspect items upon receipt

### **14.3 Special Instructions**

- Communicate any special requirements
- Inform about access restrictions
- Mention fragile handling needs
- Provide contact information

## **15. CONTACT INFORMATION**

### **15.1 Shipping Support**

#### **Customer Service:**

- Email: [Your Shipping Email]
- Phone: [Your Phone Number]
- WhatsApp: [Your WhatsApp Number]
- Hours: Monday-Saturday, 9:00 AM - 7:00 PM IST

### **15.2 Emergency Contact**

For urgent shipping issues:

- Emergency hotline: +91 93121 57264
- Available 24/7 for high-value shipments

### **15.3 International Shipping**

- Dedicated international desk
- Email: [International Email]
- Customs clearance assistance
- Documentation support

### **16. POLICY UPDATES**

We reserve the right to update this Shipping Policy at any time. Changes will be effective immediately upon posting on our website. Customers will be notified of significant changes via email.

---

**This Shipping Policy is designed to ensure your artwork reaches you safely and on time. For any questions or special requirements, please contact our shipping team.**