



## Original Artwork Purchase & Shipping Policies

### Purchase Policy

Purchase of Original Artwork will be through Stripe or PayPal ONLY. No cash, checks, bank transfers will be accepted. Payment will be made in full including shipping cost prior to the shipment of the artwork.

ALL prices are in US Dollars.

The "Click to Own" button goes through Stripe. If you prefer PayPal please **contact me** to make arrangements.

### What is your return policy?

Customer satisfaction is very important to me, therefore, if you are not fully happy with your purchase, please inform me within 3 days of delivery and you can send the artwork back. I will be glad to refund or exchange (once I've received the returned artwork) the full amount of the painting less any custom & excise taxes I may have paid on receipt.

Please note that **buyers are responsible for return shipping costs** if the reason for return is other than damage. The artwork must be returned in its original packaging and in the same condition when it was received. It is therefore important, to take care both when unpacking and repacking the artwork.

### What happens if my art is damaged or lost?

Notify me Immediately. I will require you to return the damaged painting back to me. You will be fully refunded or can make an exchange in the case of damage that occurs during shipment. Once the painting arrives inspect it carefully and in case there is any damage please take photos and **contact me** immediately.

## FAQ

### Do you offer payment plans?

Please **contact me** if you'd like to make installment payments so that we can make an acceptable payment plans.

Should you change your mind after the first installment and not to make the second installment 10% of your first payment will be deducted as a restocking fee, and 90% will be refunded to you.

Again Please **contact me** if you require a optional timeline for your payment plan.

### Who owns the copyright when I purchase an original painting?

Karen Balon Art/Studio holds the copyright to the image of sold artwork and may use the image at will for prints, publication and the like.

Purchasing the art grants you the right to install and use the painting as decor both privately and corporately. The artwork may not be altered in any way. Reproductions cannot be made unless authorized by the artist.

If the artwork is reproduced in a magazine or other media please credit with my name and contact information.

### Do you take commissions?

I do not accept commissions. Please **sign up for my newsletter** for Exclusive Studio updates.

## Shipping Policies

### What is the cost of shipping?

All artwork will be shipped within 5-10 business days from time of payment of the painting and shipping.

## **DOMESTIC (US & Canada)**

Shipping within the US and Canada.

Due to the constant changes in shipping rates of USPS, Fedex & UPS, shipping cost will be determined at the time of purchase and I will email you

a separate invoice for shipping. Shipping invoice needs to be **paid in full prior to your painting being shipped.**

Artwork with a side longer than 30" can be removed from the stretcher bars and be mailed in a tube. It will then need to be re-stretched onto new bars at your local framers at your own expense and responsibility for any damage that may be incurred during the re-stretching process.

All shipments will be insured and have a tracking number.

## **INTERNATIONAL**

I ship to select countries outside of the US and Canada.

Please **contact me** to see if I am able to ship to your country and what the cost is for shipping prior to purchasing.

You will be sent an invoice following your purchase for the agreed upon shipping cost.

**Are there any additional shipping costs?**

For international sales, any taxes, duties, and fees that may occur in the receiving country are the responsibility of the buyer. Please contact your local customs authorities if you wish to inquire further about the rules in your country that pertain to importing original artwork prior to purchasing.

**Do you enable local pick-up for original art?**

Yes, absolutely! Simply **email me** to arrange a day and time.