

Delivery

A delivery fee will be quoted and agreed by you once we have confirmed which piece you are purchasing and the address details.

We will process and deliver your order once payment has been verified and received in full and that Art to Art is satisfied with the integrity of the order. Orders placed on a weekend or a Public Holiday will not begin payment processing until the next business day.

We aim to despatch from our Melbourne warehouse within 7 - 10 business days from receipt of payment. In most cases artwork will arrive the same day as it has been dispatched. An email confirmation will be sent with an expected deliver date.

Delivery times can be delayed due to unforeseen circumstance that is out of our control such as changes in shipping schedules, strikes, carrier delays etc... Delivery timeframes are estimates only and we apologize in advance for any delays that may be experienced. The arrival of your Art work is very important to us and we will do all we can to ensure you receive it safely and on time.

We also have Express Delivery if you are in a hurry to show off your new purchase. Please advise us if you would like this service.

Delivery is to your front door only and will require a signature of receipt. To make sure this happens, Art to Art will call you directly to arrange delivery and a time that suits you. It is important that you are home to receive the delivery in the agreed time, as you will be charged and obligated to pay Art to Art the delivery fee twice.

We strive to ensure that the utmost care is taken to get the item transported to you in its finest condition. We use experienced art handlers, ensuring it arrives safely, this is more expensive than a normal courier company but as most pieces are originals it is vital to the safe handling of your purchase.

International Customers

We ship to anywhere in the world. For international deliveries, just let us know where you want us to send it and we will give you a delivery quote. International Customers should be aware and are responsible for the following: any import requirements or restrictions, licences, duties, taxes and/or government charges that may apply to the Products in your country; and any additional freight, postal or other charges that may be imposed over and above what would normally be incurred.

Packaging

Framed paintings and stretched canvases are bubble wrapped and covered in cardboard. Artworks unframed are carefully wrapped and sandwiched between cardboard and never rolled. If your painting is damaged please email us ASAP so we can come to a resolution. Your business and happiness is important to us.

Privacy Policy

Art to Art is committed to respecting your privacy. We will collect personal information that lets us know the specifics of who you are and your personal details as you have provided to us.

We will not disclose your information to any other group or organisation for any purpose. We will only use the personal information you have provided to us for the purpose for which you provided it.

We aim to make sure that the information we hold is accurate, complete and up to date. If your personal details change, we request that you contact us, so that we can update the information we hold about you.

Money Back Guarantee

We are sure you will be delighted with your purchase but for some reason you aren't, please get in touch and notify us within 24 hours and we will happily give you your money back. Any visible damage or shortages should be reported to us within 48 hours from receipt of items.

If you could please do this in writing with an explanation returning the artwork in its original, unmarked condition and packaging within 7 days for a full refund (delivery charge is not refundable). Refunds will be issued after the goods are received.

Art is meant to be enjoyed and it is important to us that you fall in Love with Art.

Term and Conditions

All prices quoted are in Australian dollars and include GST for sales within Australia. Prices and conditions are subject to change without notice.

By purchasing an Art to Art artwork you have agreed to our Terms and Conditions. Art to Art reserves the right to amend the Terms & Conditions at any time and without notice to you. By accepting these Terms and Conditions you acknowledge that you are over the age of eighteen (18) years.

Payment Method

We require payment prior to the delivery of your items. Items will be shipped once full payment is received. Our acceptable payment method is PayPal. If for some reason you prefer another payment option like cheque or Direct Debit please contact us.

Availability

Although most items are in stock at most times, sometimes items sell out. If for any reason we do not have the items you have requested we will contact you immediately and let you know expected availability. We apologise in advance if this ever happens.

Most prints will last 100+ years under typical conditions but we advise avoiding direct sunlight as this could contribute to some types of art fading.

You will experience some colour variation on artworks as each piece is original and unique. Artworks on the website are only representative of colour, size and texture. Allow for some variation.

If you are purchasing artwork unframed we suggest waiting until your painting arrives before you purchase a frame.

If you are unsure about any part of the ordering, delivery or returns process, please get in touch with us by email at enquiries@arttoart.com.au and we will get straight back to you.