

## Terms and Conditions

If you have any questions about purchasing an original artwork/print or other products which are related to my own Art Works, or if you are not sure how the terms and conditions may apply to your order, feel free to contact me via [info@megansartworks.com](mailto:info@megansartworks.com).

### How can I pay?

We offer several secure payment methods : iDeal, Credit Card (Visa, Mastercard and American Express), Bank Transfer, Sofort Banking and Bancontact. If you choose to purchase via Bank Transfer, we will prepare the shipment once the payment is received.

### When will it be shipped?

Shipment will be arranged within 5 to 7 business working days upon payment received. An email will be sent to you. Shipment will include Track & Trace with signature. Should the shipment be delayed due to unforeseen circumstances, you will be notified via email. Our shipping info might change due to various

reasons (busy period), so please do check before making a purchase each time if you are a regular customer.

### Can't wait to have it on my wall, when will I receive it?

It takes 5-10 working days to arrive (Europe and Others) , depending on the destination/country. Megan's Artworks painting ships worldwide; the shipping costs applicable to your country are calculated automatically. You will be notified via email should there be a delay on shipment due to unforeseen circumstances.

We pack the painting safely in layers of bubble wrap, air pillow, cardboard corners and sturdy cardboard box. The methods of packing might change due to the size of the painting and weight. We will only do more to protect and not less.

### Tax

Within Europe, 9% VAT is included as it is compulsory by the Tax Department.

Note : Outside EU, International Custom Fees/taxes or any other fees are borne by the buyer.

## Damaged shipment/Reject Shipment

If you see a damage on the box when your package is delivered, you can either refuse the shipment as (damaged - return to sender) or you can have the delivery company mark the tracking as (received damaged, subject to further inspection). Please file the claim immediately!

Please take photos of the damaged package and send it to Megan's Artworks with the info(Airwaybill no./ tracking no.) of your actions on it. Send me the photos immediately via whatsapp and email.

NOTE : And you NEED to have the delivery company mark the tracking as "received damage", subject to further inspection.

If upon opening the packaging, there is damage on the Artwork, please email and send me the photos immediately. I will then forward the information to the courier company which delivered your package for investigation.

Please submit the claim immediately or within 24 hours upon package received and keep all the packaging materials as how is received. DO NOT TEAR THEM APART.

When you call or email me, you will need your tracking number of your shipment, a proof of your purchase from the email confirmation, description and photos of the damage and its value. Email them to Megan's Artworks at [info@megansartworks.com](mailto:info@megansartworks.com).

Note : Do not miss a step from the instructions above as it helps us with the investigation.

### Can I have Priority Shipment?

Yes! If you would like your Artwork to be delivered within a certain time frame, please contact us at [info@megansartworks.com](mailto:info@megansartworks.com) for options. An additional surcharge may apply.

### Can I have a Made-to-Order Artwork?

Certainly! Since it is a commissioned work, please send us the link of the Artwork from [www.megansartworks.com](http://www.megansartworks.com) via email and inform me your wish; size, color or any other specifications. As you know, every piece is an original, there is no identical. Please email us for a price with your requirements on the

painting. I will revise and digest the info and let you know my opinion and confirm it via email before the start of my painting.

You will be informed of the price and a link to make payment upfront and an estimated time frame.

After I have completed your commissioned painting, you will receive photos by email and will be shipped upon approval. Please note that, an approval means, is it an acceptance.

Megan's Artworks unfortunately does not accept any returns. Please understand that as an Artist, I need inspiration to work on every piece with love, patience and inspiration. It is a custom order and not a print. Thus, your expectation should be levelled to that:-).

Please note that all payments are made in Euros, therefore the price for a commission may change due to the fluctuations in exchange rates if you complete the transaction in a different currency.

## Some tips to take care of your Artwork.

- Do not hang in a position where it is fully exposed to full sun or a damp room.
- Do not touch the Artwork with wet hands or wipe with wet cloth.
- For Mixed Media Art, where watercolor paint is used, do not wipe it with a wet cloth or touch it with wet hands. If it's painted with structure paint, please do not use your fingers to rub it as if it might come off.
- Do not try to remove the frame if it's framed as it might affect the inner frame that is holding the canvas or linen.

These are a few tips to take care of your Artwork. For further tips, please look it up online.

Thank you so much for loving my paintings.

Megan Lee