

# Shipping Procedures

## Quality Assurance

The Gallery's personalised Quality Assurance Procedures are followed end-to-end from production through to shipping and delivery.

## Shipping

Customers are offered a choice of delivery options for their purchased artworks. They can choose the Gallery's shipping service (WE SHIP to you), or a shipping service they arrange (YOU SHIP to you) in communication with the Gallery, or they can arrange with the Gallery to collect their purchased work in person. The Gallery's shipping carriers, arrangements, and costs vary by geographic region and by the weight of the artworks being shipped. Customers' own arrangements are made at their discretion and require communication with the Gallery to facilitate.

Time from order to delivery within Australia is expected to be 15-30 business days, depending on the artwork and customer's location.

Time from order to delivery overseas is expected to be 20-40 business days, depending on the artwork, the customer's location, and any restrictions or difficulties that exist in that location.

## Shipping of original artworks

Original artworks may have unique packaging and shipping requirements. If so, the Gallery will communicate with buyers to discuss the preferred way of safely packaging, shipping and delivering these works.

## Shipping insurance

Insurance to the purchase value of the artwork is included in the Gallery's shipping fees (i.e. WE SHIP to you arrangements), and delivery may require signature on handover. However, insurance is *not* provided by the Gallery for customers' own shipping or collection arrangements (i.e. YOU SHIP to you arrangements) but is the responsibility of the customer.

## Enquiries

Questions and reasonable requests for assistance can be directed to the Gallery:

A: Unit 73/35 Sefton Rd, Thornleigh, NSW 2120

E: [gallery@rhonddawalters.com.au](mailto:gallery@rhonddawalters.com.au)

M: (+61) 0488 212176