

Terms and Conditions

FREE SHIPPING AUSTRALIA WIDE

Australia wide, **shipping is free**. The price you see on the checkout is all inclusive and there are no additional costs required, **however** we reserve the right to charge for freight of larger, bulkier items to different locations - we always quote on this prior to commencing the order

After ordering online, you will receive an email confirmation containing your order details, as well as an email directly from Joy Connell, to the email address you have specified on your account. We will normally confirm receipt of your order within 24 hours of ordering.

We will attempt to have your artwork sent by a freight provider within five (5) business days; and delivered within fourteen (14) business days (please allow longer for rural areas). An email will be sent to you about the shipping of the artwork.

When we book couriers your artwork is fully insured against loss and damage. This policy is valid for the time the artwork is in transit only.

If you wish to query a delivery or arrange international delivery, please contact us at joybconnell@gmail.com.

INTERNATIONAL SHIPPING

We ship internationally with DHL Express and FedEx. All shipments are fully insured against loss and damage.

For all international shipments to selected countries, additional shipping costs will be added to the order once you've [informed Joy Connell here](#) of the destination country and address.

This cost includes shipping insurance and delivery to door. The receiver will be responsible for the international custom/import fee and taxes which vary with every country.

Please check with your country's customs offices and consider the additional costs that might be involved.

FREE RETURNS

We want you to love your new masterpiece. If you get your art home and don't fall in love with it, or simply change your mind, we've got you covered.

All you need to do is repackage it in the original packaging, and send us an email. We'll take care of the rest.

PEACE OF MIND

- You have one full week (seven days) from the time you receive an artwork to decide if you'd like to return it.
- If you decide to return your piece, simply [let us know](#) and we'll make it happen.

- Upon processing your return, we'll issue a full refund for your purchase.
- Free Returns Australia wide. We'll pay the cost of return shipping anywhere in Australia. For international sales we'll cover freight of up to \$100.

FREE RETURNS FAIR USE POLICY

- Lay-By orders are subject to different returns policy due to the fact they take an extended time to complete payment. In the event that the artwork from a Layby order is not suitable, Joy Connell reserves the right to void the returns policy with prior notice or allow the return and the buyer may return the artwork in exchange for a gift voucher to the equivalent value of the artwork purchased. The gift voucher cannot be redeemed for cash, it can only be used to purchase an alternative artwork.

FREE RETURNS

- If an artwork is damaged in transit to you, we have it fully covered. You can either be refunded in full, request Joy Connell to create something unique for you or purchase any other piece from Joy Connell's website.
- Insurance cases are handled fully by Joy Connell and the courier (if damaged in transit due to courier handling).
- If the artworks are returned directly by you, they must be returned via a trackable and insured shipping carrier, and the tracking information must be provided to Joy Connell.

- We do not accept **returns from customers** for items that have been damaged in transit to Joy Connell due to insufficient packaging. Please refer to information on 'How to package Art' shown below.

Packing your art for transport

Tips:

- Always photograph artwork prior to shipping for your records.
- If possible, open your artwork in the presence of the courier.

PACKAGING ARTWORK -

- **Small - Up to A4**
 - Ok to send flat as long as you use a piece of foam core or strong cardboard either side.
 - Label well with "DO NOT BEND" so the postie doesn't try to fold it into the letterbox
 - Use a plastic bag inside or outside to ensure the work stays dry in the event it's raining on delivery.
 - Always mark the parcel as FRAGILE

- **Larger than A4 - Paper or canvas reproductions in a tube -**
 - paper reproductions or canvases can be comfortably rolled in a 80-90mm diameter postal tube.
 - We don't recommend 50-60mm tubes for anything as they seem to get bent more easily.
 - The maximum length Australia Post will accept is 107cm. Anything longer than this must be sent by courier.
 - **ALWAYS wrap some cellophane or acid free paper** (do not use brown craft paper - it will stain the art) around the artwork and tape it in place to ensure the work does not unroll and expand inside the tube.
 - Roll canvas reproductions with the **image to the inside**.
 - Roll paper reproductions with the **image to the outside** (the paper has a curl memory)
 - A little bit of bubble wrap inside each end of the tube to protect the ends from kinks.
 - Always mark the parcel as "FRAGILE"
 - Parcels like this can be sent by Australia Post or Courier.
 - Prices will vary depending on size of parcel (in terms of weight and volume) and delivery location.

- **Stretched canvases or large works best left flat -**
 - Artwork should be bubble wrapped for cushioning
 - A box can be made from 3-4mm thick cardboard or timber if it's that important.
 - allow an extra 2-4cm of padding on the sides to protect against dropping and bumps from the side.

- add an extra piece or two of card over the face of the artwork for added protection against puncture.

- Always mark the parcel clearly that it should remain in a vertical position- never laid flat.

-Label as fragile and top load only.

- after boxing up the parcel, add several packing straps to give the courier something to hang onto, making it less likely he drops it.

