

## SHIPPING, REFUNDS AND FRAMING

### How will my purchase be shipped?

Shipping to the continental United States is included in the artwork price. All paintings and pastels are shipped in special flat art boxes that are designed to protect the piece while in transit. Artwork is shipped by US Mail, UPS or FedEx ground. We cannot ship to post office boxes. International shipping may be available. Please contact [gianne@gianne.org](mailto:gianne@gianne.org) to arrange international shipping.

### How long will it take for my order to arrive?

You will be notified via email when your artwork ships along with a tracking number. Depending upon whether the artwork is housed in France or California, shipping times may vary. For United States shipments with artwork housed in California, expect your piece to arrive within three weeks.

### What is Gianne's returns policy?

Artworks are non-returnable. The only return exception is damage caused in transit. Refunds are issued in the original payment form and price, not including return shipping charges. Returns must be sent to us in the original packaging.

### What if my piece arrives damaged?

If your item arrived damaged, we are happy to arrange for a replacement. Please contact [gianne@gianne.org](mailto:gianne@gianne.org) to help you with the process. It is essential that you contact us **IMMEDIATELY**, as well as document the damage with photographs of the item, shipping box and any original packing material. We will use these photos to determine if the damage is the fault the shipping company. Do not discard the packing materials and shipping box, as these will be required to process the return.

### Framing

Unless otherwise indicated, all artwork is UNFRAMED, but includes a wire for hanging. Canvas is stretched on a wooden chassis and stapled or nailed so the wooden sides are not exposed; many clients like this contemporary look and leave the artwork unframed. Other clients use local framers for elaborate or floating frames to fit the décor of their placement. Some pastels are pre-framed under glass, as indicated in the individual listing on the website. For unframed pastels, it's highly recommended they be framed with with a spacer between the artwork and the glass to protect the pastel on paper. Contact [gianne@gianne.org](mailto:gianne@gianne.org) if you have questions about framing.