

TREBOR ART GALLERY

Terms of Sale for Online Sales

1. CUSTOMER SATISFACTION STATEMENT

Trebor's online mission is that every buyer of an "original work of art" by the artist must take pleasure in and be fully satisfied with their purchases. Trebor Art Gallery pride's itself on providing the best online customer experience by offering quality artwork and services with a "no question asked" guarantee.

If for any reason a buyer is not completely satisfied with his purchase of an original piece of art by the artist Trebor, the full cost of the painting will be promptly refunded. This "no question asked" guarantee applies only to original paintings by Trebor and does not include prints, giclee's, wearable art, etc. Shipping and handling costs, insurance fees and duties where applicable are non-refundable.

Any package that is damaged during shipping to the destination address of the purchaser, the buyer or their representative must immediately inspect the packaging damages with the delivery or courier company and then proceed to inspecting the state of the painting. If the painting is damaged, the buyer must contact Trebor Art Gallery withing two business days from the reception date of the painting for instructions and return instructions. Pictures of the damages to the painting and packaging will help to accelerate the necessary actions to be taken.

2. SIMPLIFIED RETURN PROCESS

If a purchaser wishes to return a painting our process is quite simple. Just notify Trebor Art Gallery within ten (10) calendar days from the shipping date of the work of art by e-mail to info@treborart.com. The purchaser may return the work of art for a complete refund of the purchase price of the painting by following the following guidelines:

- The purchaser *is responsible for the return shipping costs* of the artwork back to the gallery. This includes all shipping, packaging and insurance fees plus any other related costs due to the return of the painting.
- The artwork must be returned in the exact same condition that is was shipped by Trebor Art Gallery. If possible, the original packaging materiel should be used.
- A return notice was sent by email to the gallery within the required ten (10) calendar days from the shipping date. The purchaser may call the gallery to make alternate arrangements if required. Trebor wishes that all his customers remain satisfied with their shopping experience with his art gallery.
- The original artwork must be shipped back to the gallery within five (5) calendar days of the date of an email notification by the purchaser to the gallery.
- The "full" reimbursement of the painting's selling price will be made using the same payment method that was used to pay for the purchase. Trebor will automatically let you know of our reimbursement date by email. The normal refund banking delays of your bank or credit card company then applies. No other substitute refund arrangements will be made other that the original billing arrangement.
- The purchaser may use the credited selling price of a returned painting towards the purchase of another or more expensive Trebor painting.

2. SHIPPING & HANDLING

The shipping handling costs, within Canada and the U.S.A., are included in the purchase price of a Trebor original. For destinations outside of continental North American, we will be pleased to supply a “detailed shipping quote” for any original work of art prior to a purchase. To obtain a shipping quote, call 819-360-6677 or e-mail the title of the painting you wish to purchase and the shipping details to info@treborart.com. The gallery will do its best to respond to all requests within 24 hours.

3. DUTY

USA Customers: When receiving shipped art from Canada to the U.S., importers/buyers need to complete CBP Form 434 and CBSA Form B232. These forms allow for goods exported from Canada into the U.S. to be exempt from import and export duties. Both forms need to be completed, otherwise a shipment can face possible delays. Also, for USA customs officials to release your shipment, in some cases, a Tax ID or Social Security Number may be needed when the painting arrives at destination. Trebor Art Gallery cannot predict any applicable fees individual States may require for web purchases after the fact. All applicable import and duty fees are the responsibility of the purchaser.

Other Countries: Most nations allow the importation of original artwork duty-free. If unsure, check with your country's importation duty policies about the purchase and shipping of artwork. All applicable import and duty fees are the responsibility of the purchaser.

4. PAYMENT

Our website allows us to safely process your credit card payments and complete all financial transactions as securely as possible. You will receive an email notification/receipt to confirm that Trebor Art Gallery has received your order and confirms your payment.

5. VERIFICATION

Trebor Art Gallery will confirm the purchase price paid using our online payment system to match our records (master price list) prior to shipment. In the unusual event of a discrepancy, the purchaser will be notified and fully refunded if overcharged. In the case where Trebor Art Gallery misquoted the selling price on our website, we will absorb lesser of the amount.

6. AVAILABILITY

In the event that a Trebor painting is sold in the art gallery simultaneously to us receiving the online sale e-mail notification, the art gallery will investigate the time lines involved for each painting and determine whom shall have first rights to purchase the painting. In such a case, Trebor will contact both parties personally and will make the necessary arrangements, if necessary, for a full refund to one of the parties.

7. CURRENCY

All online prices are in Canadian dollars unless otherwise specified. Any discrepancy between the online price and the art gallery price, the online price will prevail.

8. ADDITIONAL QUESTIONS

Any additional question can be directed to +01 (819)+-360-6677 or by email to info@treborart.com.