

FREQUENTLY ASKED QUESTIONS

Are your artworks original art?

Yes, my artworks are hand-made and original, not a mechanical reproduction. They are created using high-quality canvases and paints. All my paintings are coated with varnish to protect them against UV light and dust .

Do you sign your work and provide Certificate of Authenticity?

Yes, I sign at right hand corner of my artwork. I also sign and date at the back of my paintings. All my paintings will have a certificate of authenticity.

Which material and medium do you use?

I paint on canvas, wood panel, paper using different kinds of medium – Acrylic , water colors, wax, oil, chalk pastels and mixed media.

What is your style or genre

My style is abstract however I love experimenting with style, medium ,color and textures .I paint with complete freedom spending time thinking and envisioning my creations in an attempt to create new and different painting each time.

Does the painting come with a frame?

No, and you do not have to frame my artworks. The contemporary style of my paintings allows for hanging with no frame. I use high-quality canvases (1.5-inch-deep) that have no staples on sides, and I paint the edges (ready to hang) . Only those artworks which are on canvas panel (thin) will need frame of standard size . You will receive these artworks with a white bevel cut mat in a protective sleeve ready to be framed .

How long does it take to receive the painting?

In general, it takes 3-7 business days (North America) , for other far of locations (Europe , Asia , Africa , Middle east, Australia & New Zealand) , it make take up to 15 days. We can arrange express shipping if you want . If you order a commission (re-make) from me, it takes about 3-4 weeks to paint.

Do you ship worldwide?

Yes, for most countries. Due to shipping restrictions, we are not able to ship paintings to certain countries. In this case, we will notify you via email.

How close are the images in the listings to the real paintings? Can I rely on the colors I see on my screen?

Reasonable efforts are made to display as accurately as possible, the colors, features, specifications, and details of the Artwork through the Services offered on our Site. However, we cannot guarantee that the displayed colors, features, specifications, and details will be 100% accurate, complete, reliable, current,

or free of other errors. Additionally, as individual electronic display may not accurately reflect the actual colors and details of the Artwork. Professional photographers do the photography of the artwork and try their best to preserve the actual colors of the painting. When results are compared on my screen to the actual paintings – they match very close. However, your monitor settings may not be the same as mine, and you might see slightly different brightness or “color temperature”. Note also that every painting will change its look depending on the light in your room.

What Metric Unit do you use for your artwork?

All paintings are stated in INCHES. 1 meter = 39.37 inches.

OUR SERVICES

Art Advisory

We offer a free art advisory service. We can help guide you through my artwork collection, advise on what might work for your space, need, and budget. We can curate a personalized collection. To talk to one of our advisors, enter your details and submit your Request. Once submitted, we will be in touch to go through your request.

Commissions

If you find any artwork you love that is already sold or looking for artwork that suits your space, we can help you commission an artwork. Commissions are new artworks created to your individual specifications. You just need to reach out to us by filling out the form and submit.

How the Commission Process Works

Once we've received your request, we will provide you with a timeline. To complete a commission timeline may vary. Once your commission is agreed, you will be asked you to sign a commission contract. This outlines all the agreed details of your commission and general terms and conditions.

An advance payment of 50% would be required to start the commission. Once the artwork is complete, the final payment will need to be paid before the artwork is shipped. All commission payments are non-refundable. However, if for any reason the artwork doesn't fit your requirements, we'll work with you and make sure you're happy with the final result. We will keep you updated on the progress throughout.

ART RENTALS

Renting Art (For home or Corporate office/ interior designers)

Artworks available on our site are also available to rent. Renting suits collectors who want to regularly refresh their collection, or simply want to see the artwork in their space before committing to buy. You can choose 3 or 6-month rental option, which means you can refresh your space with new artwork every 3 or 6 months. You have to simply return the artwork and get new one for next 3- or 6 months

How much do I pay for rent?

The rental price range from 5-10% of original price of the artwork per month. Contact us at rahuloneart@gmail.com

How to Place a Rental Order

To rent an artwork, go to “learn more about rentals” on art rental page and fill art rental form and submit. We will get back to you .Once art rental is final you will need to sign a one-page rental agreement before the artwork can be shipped. Artwork rentals are currently only available to Canadian collectors & corporates. You can get in touch at rahuloneart@gmail.com if you have a question .

Damage Waiver

To include a damage waiver with your rental, a small fee is added to your monthly rental payments. This will cover you in the case that your artwork is accidentally damaged during your rental period. Whilst the damage waiver is optional, it's worth noting that should any damage occur, you'll be charged in full for any damages. View our Rental Agreement for more information.

Rental payment

You'll be charged for the first rental payment when you place your order online. This includes your first month's artwork rental fee, any shipping costs and optional damage waiver. Following payments will be automatically taken via your payment method you have opted and will begin one month after you've received the artwork. You'll be charged monthly.

Converting a Rental to a Purchase

If you decide you'd like to buy your rented artwork, we'll credit the amount you have paid till that period towards your purchase. To convert your rental into a purchase, contact rahuloneart@gmail.com, and we'll take you through the final payment process. We'll then cancel your monthly rental payments send you a Certificate of Authenticity.

Right of First Refusal

If a third party makes an offer on the artwork during your rental period, we'll offer you first right of refusal to purchase the artwork yourself. If you decline, we'll arrange and pay for the artwork to be returned to us. We'll replace this with an artwork of an equal rental value and will get this delivered to you at no extra cost.

PAYMENT & TAXES

Payment Methods

I accept PayPal, Google pay Visa, MasterCard, & American Express . For Canadian customers , e transfer is acceptable. All payments are secured. Card or financial information is never stored on my servers. All sensitive customer information is encrypted using secure socket layer technology (SSL). For further information on how we protect your information, see our Privacy Policy.

Are there any hidden fees?

No, there are no additional fees. Packaging materials and handling are included in the Shipping.

Is there any sales tax?

If your artwork is shipping to or within Canada a sales tax may be added to your total. This is based on your location and local tax regulations. A breakdown of all costs, including any applicable taxes, will be visible at check out prior to submitting your payment information.

What are Custom Charges, Taxes and Duties?

There are fees/tax required to claim your package, depending on your country and local customs regulations. Unfortunately, we are unable to determine duties and taxes in advance, and are unable to control these additional charges. We encourage you to contact your local postal service or customs bureau for more specific information before your purchase. In some cases, collectors

Returns

Hand-made paintings are subject to exchange only. We have 7 days exchange policy. If you'd like to return your artwork and choose another, make sure you let us know within this time frame.

What happens if the artwork arrives damaged

In the unlikely case that your artwork arrives with you damaged, we'd work with you .If you decide to return the damaged artwork, we'd refund your original shipping costs too.

SHIPPING PACKING & HANDELING**General Information (Packing & Handling)**

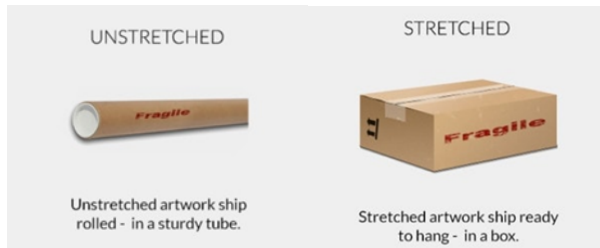
All my Artworks are professionally packaged with bubble wrap and polyfoam sheets where necessary. The paintings are then placed inside a double-wall corrugated box for added security and 'FRAGILE' stickers are placed over the box.

Flat-packed. This means the work is shipped flat, sandwiched between two pieces of cardboard or thin MDF board. The artwork would normally be protected with additional sheets of acid-free paper.

Unstretched Canvases: Unstretched canvases are usually shipped rolled in a heavy-duty art tube. This keeps shipping costs low, particularly when shipping internationally.

Stretched Canvases : Larger artworks, such as stretched canvases are typically shipped in either a heavy-duty cardboard box or a wooden crate, depending on their destination. Before being placed in either, cardboard corners are placed on the artwork and then wrapped in layers of padding for additional protection in transit.

All artwork are insured for shipping



General Information (Shipping)

All available paintings usually take 1-3 business days to be processed and ship after payment is received and cleared.

We use UPS, USPS, FedEx, DHL , Canada Post, and other carriers.

Artworks may require a signature at time of delivery. Any adult can sign for it. It does not necessarily need to be the buyer. Please make sure there is someone to sign, or the package will come back to us.

A tracking number will be provided for you to contact the carrier to track or in case you need to make changes to your delivery.

Paintings are professionally wrapped, cushioned, boxed, and labeled.

Domestic Shipping

To Canada: Original paintings of all sizes, except for extra large/oversized paintings, are shipped stretched (ready-to-hang!). Delivery time is between 2-5 business days, depending on the destination province.

To USA: All my paintings are sent via Express Post/ Ground shipping , which takes it 3-7 business days to arrive to US destinations. Please note that there are no custom fees on original artwork to the US.

International Shipping

To Countries other than Canada &US: Original small sized artwork will be shipped stretched whereas large sizes may have to be shipped unstretched, rolled in a sturdy tube.

Express Mail International is also available to most countries depending on the size of the painting.

Estimated transit time is approx. 5-15 days plus your local customs time. We are not responsible for shipping delays, damages, or omissions caused by the carrier or your country's customs.

All prices are stated in U.S. dollars and do not include any sales, use, value added ("VAT"), goods and services ("GST") or similar taxes or withholding taxes or any customs, duties or tariffs that may be assessed by any governmental tax authority or that are otherwise payable under applicable law with respect to the purchase. Taxes and duties charges are not included in the item value or shipping costs. Buyer accepts

responsibility for taxes and duties costs. Insurance, tracking number and signature confirmation apply to most shipments. We do not declare the artwork below value or mark items as a gift, as it is illegal .