

YOUR ULTIMATE ART DESTINATION!

ARTSTY

DELIVERY POLICY

EFF. 1st August 2023

Artsty will be providing the shipping facility to artists. As artists are responsible for delivering their products within the time specified while listing the product, artists may contact the delivery team if the item is not picked up on time. Artists should also remember that artists are ultimately responsible for making sure that the buyers receive their orders.

Contact the delivery team (delivery@artsty.com) promptly after items are made to deliver or dispatched.

The delivery team of Artsty will initiate a pick up directly from the address provided by the artists and deliver the same to the customer/buyer. It is advised to the artists to pack the products tightly by using proper cardboard, forms, bubble wraps, etc. ensuring the safety of the product preventing in from any breakage, leakage, spoilage etc. In case of buyers sending their own products to artists for custom order, Artsty team will initiate a pick up directly from the address provided by the buyer to the artist and again back to the buyer. Please contact delivery@artsty.com in case the pickup isn't initiated within a week. All the postal charges will be borne by the buyer themselves.

Before handing over the package to the delivery team take a complete picture of the product and the package and send it to delivery@artsty.com. In case of transition

damage, it will keep the artist on the safer side and the team of Artsty will connect the user to a third-party delivery partner to resolve the issue. Artsty can't be held responsible for in-transit damages, no refund or new product will be made from artist(not on fault), or Artsty.

Artsty understands that an artist may wish to keep its personal details like store name, address, contact number tags, or visiting cards along with the delivery package but in order to protect the private information confidential for the protection of owner, it is requested and advised by Artsty not to disclose the same. If provided Artsty will not be held responsible for any consequences.

ELIGIBLE DISPUTES

In case of any unfortunate event, Artsty delivery's team and customer support team will work together to resolve the dispute. A buyer should inform Artsty any late delivery issue within a week of the expected delivery date.

In case of raising complaint against any other issue, a window of three days post-delivery day is given to the buyer

1. In case order doesn't reach a buyer, the artist should provide a valid proof of dispatch with the exact address given by Artsty and if no proof or a wrong address is provided by an artist
2. In case of an item significantly different from the artist's listing description and photos (e.g., color, model, version, or size, design or material, an incorrect quantity of items delivered, not authentic or Is used).

The artist will be held responsible and a solution will be provided to the customer. If multiple disputes arise with an artist, the artist may be suspended or removed from the Artsty board and may be penalized for the same.

** Artsty reserves the right to issue a refund to the buyer and recoup funds from the Seller/Artist wallet.*

INELIGIBLE DISPUTES

In case of any dispute related to the following

- An item that is damaged by the delivery carrier (if properly packaged by the artist)

- If there is a delivery delay or errors as long the product was dispatched on time to the right address.
- An item that is altered, used, worn, washed, or discarded after receipt Items that are returned without a return agreement
- Items that are accurately described but don't meet a buyer's expectations.
- Cost of postage disputes.
- Artsty is only liable for answering for any item that is sold through Artsty.
- An item that is prohibited for sale, including services and intangible goods
- Transactions payment that is not made via Artsty.
- A buyer raising a case beyond three days' time frame.

The artist will not be held responsible but Artsty's team will still try to help both parties to the extent it can.

This policy is a part of our Terms of Use. You're agreeing to this policy and our Terms of Use.

All policies are subject to change from time to time.

In case of any kind of disputes, all disputes shall be subjected to the courts of West Bengal only.

If Artsty is sued, fined, or otherwise incurs expenses because of something that an artist or a buyer did in their capacity to the buyer or vis-e-verse, the artist or the buyer agrees to indemnify Artsty for the expenses.