

# FAQ'S

## **What are the shipping arrangements and cost?**

Our didgeridoos and artwork are shipped daily. Shipping is via DHL Worldwide Express, Australian Air Express, TNT Express or Australia Post. Your order will take 7-10 days delivered anywhere in the world. Upon dispatch of your order a confirmation email or fax is sent to you with your online tracking number. Didgeridoos are delivered to your door for the price of \$110.00 fully insured. Artwork delivery charge is \$80.00.

## **How do I make a purchase?**

There are several ways you can make a purchase:

1. By ordering secure on line through PayPal.
2. Fill out the form online and print it out for fax transmission.  
This is via Mastercard/ Visa
3. If you wish you can deposit direct to our bank account, details provided.
4. Make your purchase by phoning direct to the shop.

## **What material is used to paint the art?**

All paintings are acrylic on imported Belgium linen/canvas.

## **Does an authenticity certificate come with the paintings?**

All paintings are accompanied with a profile of the artist and photographs and all paintings over \$300 have authenticity certificates accompanied with a profile of the artist.

## **Money Back Guarantee**

Buying a piece of artwork is a very personal matter. We realize that you have to like the piece you buy. We do take every step to ensure our artwork images have the exact likeness to the paintings, but we understand it is not always the case and Images sometimes are not the same as viewing the artwork in person. Our guarantee is that we will fully refund the cost of the artwork if you decide not to keep it within 7days of receiving it. Please return it to us within the 7 day period, upon receipt of the artwork we will issue you the refund.

## **Copyright**

All images you see on this website have been taken by us with artist permission. Copyright for the artworks shown on this website belong to the artists. They may be viewed and downloaded only for the purpose of buyer browsing. No reproduction of any image shown on this site may be made for any reason whatsoever without the artist's permission.

## **What currency is used on this web site?**

Prices are in \$AUD. Products purchased within Australia incur a 10% GST which is included in the marked price. The 10% GST component will be deducted from International purchases when the address is added.