

Shipping Policy

Effective Date:1/11/2024

Thank you for choosing Justine Franco Butez for your handmade artwork. We take great care in packaging and shipping to ensure your unique pieces arrive safely. Below, you'll find all the details about our shipping process.

1. Order Processing Time

- Orders are processed within **3-5 business days for National deliveries, 5-6 days business for countries in the EU, and 5-7 business days for UK** after payment is confirmed.
- Custom or commissioned pieces may require additional time; you'll be informed of the estimated completion and shipping timeframe at the time of purchase.

2. Shipping Rates and Methods

- Shipping costs are pre calculated based on the destination, weight, and dimensions of the package.
- We partner with reputable carriers such as CTT, DHL, SEUR, UPS to ensure reliable delivery.

3. International Shipping

- We just ship internationally to EU and UK countries.
- Buyers are responsible for any customs fees, duties, or taxes that may apply in their destination country.
- International delivery times vary depending on the location and customs processing.

4. Packaging

- Each item is carefully packaged to protect it during transit.
- Paintings and fragile items are wrapped in protective materials and shipped in sturdy boxes.

5. Delivery Times

Estimated delivery times:

- **Domestic Shipping:** 3-5 business days.
- **International Shipping:** 5-7 business days.

Please note that delivery times are estimates and may vary due to carrier delays, weather conditions, or other unforeseen factors.

6. Order Tracking

- Once your order is shipped, you will receive a confirmation email with a tracking number to monitor your shipment.

7. Lost or Damaged Items

- If your item arrives damaged, please contact us immediately at justinefrancoart@gmail.com. Include photos of the damage and the packaging.
- For lost packages, contact us within **14 days** of the expected delivery date. We will assist in filing a claim with the carrier.

8. Shipping Restrictions

- We currently do not ship to any country outside of the EU or UK.

9. Changes to Shipping Address

- If you need to change the shipping address after placing an order, contact us as soon as possible at justinefrancoart@gmail.com. Once the order has been shipped, changes cannot be made.

10. Contact Us

If you have any questions about our shipping policy, please contact us:

Email: justinefrancoart@gmail.com

Phone: +34633542379

We appreciate your trust in our handcrafted artwork and will do everything possible to ensure your order is delivered promptly and securely.