

ARTIVANTA

Shipping & Returns Policy

Effective 2026 | Version 1.1

Overview

Artivanta delivers original, curated artworks (paintings, photography, ceramics, sculptures, and vintage pieces) to collectors worldwide. We partner with leading carriers to ensure every artwork is handled with the highest standards of care. Please read this policy before purchasing, as original and vintage art requires specific handling considerations.

Shipping Partners

We ship via DHL express for all international and intercontinental shipments, and trusted local carriers for domestic deliveries. Carriers are selected based on their expertise with high-value and fragile shipments, destination coverage, and reliability.

Shipping Zones

Zone 1 — Domestic (Local)

Shipments within the same country as the artwork's origin.

Important: Domestic shipping costs are not calculated at checkout. After purchase, our team will email you quotes from trusted local carriers for you to choose from. Once you confirm your preferred carrier, we place the booking on your behalf. The carrier will contact you directly by email with your tracking number and final delivery details. Our team remains available to assist throughout the process.

Zone 2 — International (Cross-Border)

Shipments between countries within the same region (e.g., intra-European, intra-Middle East). Standard customs documentation required.

Zone 3 — Intercontinental

Shipments between different continents. Full customs documentation, export/import permits, and CITES documentation (where applicable for vintage pieces) are required.

Some remote or restricted destinations may not be serviceable. We will notify you within 48 hours of purchase if your address falls outside our coverage.

Processing & Delivery Times

Paintings & Framed Photography: 3–6 business days processing

Photography Prints (Unframed): 3–5 business days processing

Ceramics & Sculptures: 4–6 business days processing

Vintage Pieces: 3–5 business days processing

Export permits may apply to vintage pieces. Permit timelines are outside Artivanta's control and may extend processing beyond the stated window.

Estimated DHL Express delivery after dispatch:

- Domestic (Zone 1): 2–4 business days
- International (Zone 2): 2–4 business days
- Intercontinental (Zone 3): 3–6 business days

Delivery estimates may be affected by customs, public holidays, or force majeure events. We will proactively communicate any significant delays.

Total estimated timeframe (processing + delivery): Domestic up to 10 business days; International up to 10 business days; Intercontinental up to 12 business days. These windows account for customs clearance and inspection of high-value artworks — not transit time alone. DHL Express transit typically runs 1–3 business days; the additional time reflects documentation, customs, and handling at both ends.

Shipping Costs

International and intercontinental shipping costs are calculated at checkout based on artwork dimensions, weight, delivery zone, and declared value.

For domestic shipments, costs are provided by email after purchase (see Zone 1 above).

Import Duties & Taxes

Buyers are responsible for any import duties, VAT, or customs taxes applicable in their country. Artivanta accurately declares artwork values on all customs documentation in compliance with international trade law.

Packaging

All artworks are packaged to internationally recognised art handling standards. Packaging is assessed per artwork, taking into account medium, size, fragility, and destination.

Tracking & Delivery Notifications

You will receive email updates at every stage:

- Order Confirmed — within 1 hour of purchase
- Dispatched — your tracking number and final shipping details sent directly to you by the carrier
- In Transit Updates — automated milestone notifications from the carrier
- Out for Delivery — day-of notification from the carrier
- Delivered — confirmation with delivery timestamp

All tracking communications and final shipping details are sent directly to your registered email address by the carrier.

Returns Policy

Due to the unique, original nature of artworks, our returns policy is intentionally limited. We strongly encourage buyers to review all images, condition reports, and dimensions carefully before purchasing.

Eligible Returns

- Significant transit damage — photographic evidence required within 48 hours of delivery
- Artwork materially different from listing (incorrect item, significantly misrepresented dimensions, or undisclosed major defects)
- Inauthenticity confirmed by a certified third-party appraiser — claim within 14 days of delivery

Non-Eligible Returns

- Buyer's remorse or change of preference
- Colour variation due to screen calibration
- Minor natural variations consistent with original handmade work
- Damage from improper handling, installation, or storage by the buyer
- Customs or carrier delays outside Artivanta's control
- Age-related wear disclosed in the listing (vintage pieces)
- Custom-framed or made-to-order artworks

Return Windows

- Transit damage: 48 hours from delivery
- Authenticity disputes or misrepresentation: 14 days from delivery

Return Process

- Email support@artivanta.com with subject "Return Request — [Order Number]"
- Include your order number, reason for return, and at least 5 clear photographs
- Await written approval (3–5 business days)
- Artivanta arranges carrier collection using original or equivalent packaging
- Refund or replacement processed within 7–10 business days of artwork return

Do not return any artwork without written approval. Unauthorised returns will not be processed and will be returned at the sender's expense.

Return Shipping Costs

Artivanta covers return shipping costs for approved transit damage and misrepresentation claims. For authenticity disputes, return shipping is covered by Artivanta only if inauthenticity is confirmed by the third-party appraiser.

Refunds

Approved refunds are processed to the original payment method within 7–10 business days. Refunds cover the full purchase price of the artwork. Original shipping costs are non-refundable.

Replacement Policy

As every artwork on Artivanta is an original, one-of-a-kind work, a like-for-like replacement is not possible. In eligible cases, Artivanta may offer a replacement in the form of a comparable work of equivalent value, selected by agreement with the buyer. If no suitable alternative can be agreed upon, a full refund will be issued in accordance with our Refund Policy. Replacement is offered at Artivanta's discretion and is subject to availability.

Authenticity Guarantee

All artworks are individually reviewed by our curatorial team before listing. Every artwork includes:

- A Certificate of Authenticity (CoA) issued by the artist, Artivanta, or a certified third-party appraiser as applicable
- Provenance documentation where available

If you have reasonable grounds to question an artwork's authenticity after purchase, you may engage a certified independent appraiser. All appraisal costs are entirely the buyer's responsibility, regardless of outcome.

If inauthenticity is confirmed: Artivanta will process a full refund of the artwork purchase price (excluding original shipping costs) and arrange return collection at our expense.

If authenticity is upheld: No refund will be issued. The buyer bears all appraisal and associated costs. The artwork remains the buyer's property.

Authenticity claims must be submitted within 14 days of delivery and supported by a formal appraisal certificate from a recognised, certified third-party appraiser.

Artwork Damaged in Transit

If your artwork arrives damaged — whether the damage is visible on the outside of the packaging or only discovered upon opening — please contact us within 48 hours of delivery. Damage claims submitted after this window cannot be accepted, as we are unable to verify whether damage occurred in transit or after delivery.

- Retain all packaging materials, the carrier delivery label, and any paperwork — do not discard anything before your claim is resolved
- Photograph the outer packaging, inner packaging, and the artwork itself — including any damage. Where possible, photograph the outer packaging before opening. For concealed damage discovered upon unpacking, photograph each stage of the unboxing process
- Email support@artivanta.com with your order number, photographs, and a description of the damage and packaging condition — all within 48 hours of delivery

Once we receive your report, our team will take care of everything, assessing the claim, liaising with the carrier, and keeping you informed throughout. Claims are typically resolved within 30 business days. Upon resolution, a full refund will be issued in accordance with our Refund Policy (full purchase price, excluding original shipping costs). All claims must be supported by photographic evidence submitted within 48 hours of delivery.

Special Considerations

Large-Scale & Oversized Artworks

For exceptionally large, fragile, or logistically complex artworks, we arrange a bespoke logistics consultation with specialist art handlers. Delivery may require dedicated freight or specialist handling services beyond standard courier. You will be contacted before dispatch to confirm logistics and any additional costs. If you have any concerns about the logistics of a specific work, please send a message to our art specialists via the contact form on our website before purchasing.

Vintage & Antique Pieces

Certain vintage or antique artworks may be subject to cultural property laws, export restrictions, or CITES regulations. Buyers are advised to verify their country's import regulations for antique or culturally significant items.

Contact Us

Our team responds to all enquiries within 1 business day.

Email: support@artivanta.com

Website: www.artivanta.com

Hours: Monday – Friday, 9:00 AM – 6:00 PM (GMT+2)

For urgent transit damage matters, use subject line: "URGENT — Damage in Transit — [Order Number]"

Artivanta reserves the right to update this policy at any time. Continued use of the platform constitutes acceptance of the revised terms. © 2026 Artivanta. All rights reserved.