

## **Yael Saranga's Online Shop – Products and Shipment Info**

### **Product details:**

- All products sold in this shop are original artworks, handmade using various printmaking techniques (for details see About Printmaking).
- The artworks are printed on a high-quality cotton paper using colorfast inks. The print (image) size and paper size are indicated next to each product's image in the shop.
- Each product is printed in a limited edition, from a single copy (monotype) up to 15 copies per edition. Each copy is signed and numbered by the artist, confirming its originality, and quality. The total number of prints in the edition is indicated on each print as N/T (where N is the number of copy and T is the total copies in the edition) and also next to each product's image in the shop.
- Since each print is individually handmade, minor differences may occur between copies of the same print as well as between copies available for sale and the one displayed in the shop.

### **Framing:**

- The products are usually sold unmounted and unframed.
- Standard size mini-prints (10x10cm print size, 18X18cm paper size) are also sold framed, ready to hang. Frames are made of natural-color varnished pinewood with acid-free mounting board and anti-reflective glass. Frame size is 1.8cm (front) x 1.5cm (side) and overall product dimensions are 26.5x26.5cm (10.4X10.4in).
- Unframed product will need to be framed in your local framing shop. It is highly recommended to order a frame with acid-free mounting board and anti-reflective glass. These are usually more expensive than standard framing materials, but they ensure that you enjoy the artwork for many years to come.

### **Shipment:**

- Products are packed and shipped either flat or rolled in a wide tube. Framed products are padded and packed in hard cardboard boxes.
- We offer several shipment options at different flat rates with different delivery times. Free shipment is offered for purchase of \$200 or more with LOCAL or ECONOMY delivery.
- During the COVID-19 pandemic (or other global events) shipments may take longer than usual.
- Products will be dispatched within 3 working days. Upon dispatch, you will receive an email informing you the shipment tracking number.

- Please note that the products may be subjected to taxes at the country of destination. In such case, customs will contact you to pay the taxes before delivery.

**Return policy:**

- If your order was damaged during shipment, or if the item you ordered fails to meet your expectations, please let me know as soon as possible.
- The item can be returned in its original packaging within 14 days from delivery.
- You can either request an identical/similar item or a refund. In case of damaged item, refund will include the shipment cost; otherwise, shipment cost will not be refunded.