How to handle, report and care for **Damaged Artwork**

**Damages occur! Regardless of how and where, the main priority for reporting, handling and correcting the damage is to provide good service and faultless product to the client.**

Please be mindful that damages will have an adverse effect on your orders in term of time scales

**The basics**

* It is essential that all damage is reported upon first inspection from your delivery. (Please Note, client orders made from new via WG **SHOULD NOT** be unwrapped or checked)
* Currently damages can be reported by emailing the product return email group - [damagedreturns@washingtongreen.co.uk](mailto:damagedreturns@washingtongreen.co.uk)
* If you find damage, then please take a photo of the damage using your phone. Please also attach the photos to the email.
* **Details of the damage should also be clearly marked on the Product Return Form (PRF) which is attached to the artwork when it is returned on your delivery. Please do the following:**
  + Indicate on the PRF any damages or defects. Please note that if a product is damaged and is for a customer order then a reframe is most likely required. Whereas if it is required for stock in another gallery then a reframe may not be required. Remember if you are sending this product for a customer to collect shortly after it's delivery, it should be complete and in a condition that we are proud of and delights the customer.
  + Please add to the PRF – **Reported Damage Recalled** (This will enable us to record that you have reported the damage)
  + Complete the form electronically and attach it to the item being sent on the delivery van.
  + The form ensures that the item is dealt with according to the instructions you put on it.
  + The instructions need to be clear and concise with no errors.
  + Ensure the product being returned is complete with all original packaging and certificate of authenticity.
  + This will then be assessed by the Quality Control team at Spitfire.
* It is inevitable that some damage will occur, as a result of accidents so if this is the case, please do not hesitate to report it in order that the incident is logged. You will not be penalised for damage that is caused accidentally, although the company would expect that such incidents are exceptional if correct handling and storage procedures are followed.
* If we believe that a piece may have been damaged through negligence then the matter will be investigated as required. , so it is important that everyone pays proper attention to the guidelines in this policy and takes care at all times.
* Please include a clear description of the damage on the PRF. All items returned for reframing are recorded and additional information may be required from the gallery before work is undertaken. Do not display badly damaged products of any kind; it naturally gives the customer a poor impression of our products and the Company overall. All returns are processed as quickly as possible and usually take up to four weeks to reframe and transport back to the gallery.
* If the piece has only very minor damage and is only stock, i.e. a scratch that is cosmetic, then the Gallery has a first aid touch-up kit which you should use to correct the blemish.
* **Do not attempt to use the touch up kit to repair damage to the artwork itself.**
* **Do not try to repair severe damage to the frame. In this situation the item should be returned to Spitfire to be assessed.**
* If it is perceived that damage has occurred because this guidance has not been followed, the issue will be escalated to Senior Management.
* Please remember that if you receive a damaged product but do not report it, it will likely be assumed that the damage occurred in your care.
* **When artwork arrives at the Gallery it should be inspected with 48hrs of your delivery**.

**What Happens Next**

* Your email will be received at spitfire by various departments (See below)
* After sending your artwork back to Spitfire it will be handed over to the Quality Control Dept, for assessment and recording
* The artwork will be passed to the relevant team for rework and completion (Damaged art will be set to our restorer and assessed)
* After completion and sign off the piece will be returned to your gallery

**Who will receive your email / who should you chase up with?**

* Stock items – The Stock Team
* Client orders - The Order Processing Team
* *Quality Control – for admin purposes*

**If artwork arrives poorly wrapped**

* You should report the poor wrapping along with a photograph, by emailing the product return email group - [damagedreturns@washingtongreen.co.uk](mailto:damagedreturns@washingtongreen.co.uk) and Cc’ing in your RD
* Please state the source location of the artwork
* You must unwrap and check the artwork as soon as possible **no later than 48 hours after delivery** and if there is damage present you must also report this immediately
* If damage is discovered and/or the artwork is passed on in a poorly wrapped condition and you have not complied with the above, then the damage will be attributed to your Gallery.

**New release works**

* Items of new release stock from Spitfire needs to be checked **48 Hours** of receiving the piece on your delivery, and any damage reported immediately.
* If damage is discovered and you have not complied with the above, then the damage will be attributed to your Gallery.
* If you receive new stock damaged, you should request a replacement with the stock team as a direct replacement for the item you have received. This will be produced and available to you on the next delivery, only when you have handed over the damaged piece, which is being replaced to the driver.

**Damage Types &** **Unacceptable Levels of Damage**

* Scratches to Glass: Common ways that the glass fronts get damaged is when the glass is being cleaned and a watch clasp or bracelet scores the glass. It can also occur when the framed artwork is lifted away from the gallery wall and the top of the frame connects with the lights.
* Open Corners: insufficient joining of the mouldings.
* Crushed corners: typically, when rolled without corner protection.
* Scratches on frames: reframe or if minor touch up repair
* Scratches on images: in house repair or replacement required
* Impact damage
* Scuff and scrapes along the bottom edge: typically, when Art is being rehung in the gallery and the foam blocks haven’t been used to store the art whilst waiting to be wrapped.

**Cleaning**

* Both the frame and the glass must be always kept clean of smears and marks to display the product at its full potential.
* As with any picture, the glass must be cleaned by spraying glass cleaner onto the cleaning cloth and not directly onto the glass. Spraying directly onto the glass can lead to the glass cleaner running down between the frame and glass causing damage to the interior.

**Important takeaways**

* Contact your Co-ordinator for advice
* Quality Control at Spitfire: There is a dedicated department at Spitfire for quality. Part of that team’s responsibility is to check **ALL** return that come back to spitfire and the data is recorded.
* Corners: Either cardboard or composite corners are provided with every single piece of art that is manufactured via Spitfire, please attached them upon returning the artwork.
* Gallery manual: How to wrap art – the videos provided will offer support
* Regardless of the item being stock or a client order, please wrap the returning art to the best of your ability.
* Transfer: Gallery to Gallery. Bear in mind that the artwork you send to another gallery will be reported if it is damaged or incorrectly wrapped. This may be for a client so please wrap as if the piece has been freshly manufactured.
* **Do Not** unwrap client orders made from new (WG)