

Shipping

All artworks sold through Galeria Mentis are shipped directly by the artist using Royal Mail 1st Class Signed For Tracked service as our standard shipping method within the UK.

Artists are responsible for carefully and securely packaging artworks to ensure they arrive in perfect condition. This includes protective wrapping, rigid backing, "Fragile" labeling, and insurance for the full value of the artwork.

Artists must dispatch purchased artworks within 3 working days of receiving confirmation from Galeria Mentis. This helps ensure buyers receive their artwork within approximately one week. Since shipping costs are included in the artwork price, artists should factor postage costs into their pricing accordingly.

If you require delivery outside the UK, please contact us directly to discuss arrangements.

Delivery Times & Tracking

Standard UK delivery using Royal Mail 1st Class Signed For Tracked service usually takes 1-3 working days from dispatch.

Once your artwork has been dispatched, you will receive tracking details from the artist or gallery. Please allow for slight delays during busy periods or unforeseen circumstances.

Returns & Refunds

We want you to be happy with your purchase. If you are not satisfied, you may return your artwork for a refund within 7 calendar days of receiving it.

To initiate a return, please contact Galeria Mentis immediately via our contact page or email to arrange. Returns without prior agreement will not be accepted.

Returned artwork must be in the same condition as received, undamaged and in original packaging or equivalent protective packaging.

Refunds will be processed once the returned artwork has been received and inspected.

Buyers are responsible for return postage unless the artwork is faulty or damaged on arrival. In such cases, we will cover the return postage costs.

Please note that slight differences in colour, texture, or scale may occur between the online image and the physical artwork, and these are not grounds for return.

Damaged or Faulty Goods

If your artwork arrives damaged or faulty, please contact us immediately with photos so we can assist in resolving the issue quickly.

We will liaise with the artist to arrange a replacement, repair, or refund as appropriate.