

Frequently Asked Questions (FAQ)

1. What kind of artists do you work with?

We work with a range of talented independent creatives, providing paintings, photography, screen prints, prints, and more. Our focus is on showcasing unique and original artwork from artists who are passionate about their craft.

2. How do I purchase artwork?

Simply browse our website, select the artwork you like, and follow the checkout process. We accept payments securely through Stripe.

3. Do you ship outside the UK?

Currently, we only ship within the UK. If you're outside the UK and interested in purchasing, please contact us to discuss possible arrangements.

4. How is shipping handled?

Artists ship the artwork directly to buyers using Royal Mail First Class Tracked & Signed as a minimum. In some cases, they may use better services to ensure safe delivery. We require that all artwork is carefully and securely packaged to arrive in perfect condition.

5. Are there additional shipping charges?

No. Shipping within the UK is included in the price of the artwork. There are no extra delivery charges added at checkout.

6. What if I want to return an artwork?

You have 7 calendar days from the date of receipt to request a return. Please contact us within this time to arrange the return. The artwork must be returned in its original condition and packaging. Returns are subject to our full Returns and Shipping Policy.

7. Can I see the artwork in person before buying?

As an online gallery, we do not have a physical space for viewing. We provide detailed photos and descriptions for each artwork. If you have any questions about a piece, please contact us.

8. How accurate are the artwork images and sizes?

We strive to provide accurate images and measurements, but please note that colors may vary slightly due to screen settings and lighting. Dimensions are provided in the artwork details to help you understand size.

9. When will I receive my artwork?

Once purchased, artists are required to dispatch artwork within 3 working days. Delivery typically takes up to one week via Royal Mail First Class Tracked & Signed or better.

10. How do I know if my payment is secure?

Payments are processed using Stripe, which uses 128-bit encryption over a secure connection to protect your data.

11. Do you collect personal data?

Yes, to process your orders and send newsletters if you opt in. We never sell your data. For more information, please see our Privacy Policy.

12. What if I'm an artist and want to get involved?

We're always excited to hear from new artists! Please get in touch with us through the contact form on our website. We review all submissions carefully and look forward to showcasing fresh talent.