

Lingering Questions Answered

◆ Spotte Edition

Each edition contains a series of art and design pieces created or selected by artists **exclusively for Spotte**. The artists and/or Spotte itself certify authenticity of these original artworks. They are displayed on spotteart.com for duration of 8-10 weeks. Don't miss the edition and the chance to purchase them online.

- ◆ **Sales tax** is **only** charged to those who order from and ship to **New York State**. You will be able to view the sales tax included in your order before confirming your purchase. Please note that **international** orders may be subjects to **additional import duties** that are **payable by the customer**.
- ◆ Spotte reserves the right to **cancel any order** for an Original Work of Art or Printed Work placed via the Site, if Spotte resolves, in its sole discretion, that the item is mispriced, out of stock, or otherwise unavailable at the price listed via the Site. If Spotte cancels an order placed, we will send you an email confirmation of such cancellation and you will not be charged for your order.
- ◆ Spotte ships to most **international countries**. If you do not see your country listed in our menu on the checkout page, please contact us at help@spotteart.com and we can discuss our ability to ship to your country.
- ◆ Your purchase will **ship within 7-10 business days** of the date the order is placed. Artwork is shipped framed or unframed per item description (*Business days exclude weekends and national holidays).
- ◆ When your work has shipped, you will receive an **e-mail confirmation** with a tracking number so that you can track the status of your shipment.
- ◆ Once you have been notified that your work has shipped, use the **tracking number** provided to track the estimated delivery date. Until the work has shipped, we are unable to confirm an exact delivery date.
- ◆ **Shipment costs** are determined by the size, weight, and retail price of the item you are purchasing, as well as the delivery location. Smaller works cost less to ship, and larger works, especially those that require unique crating or packaging materials, will cost more to ship.
- ◆ **Packaging**. Works sold on Spotte are carefully packed in the most safe and secure method possible based on work itself. Spotte are packaged in either reinforced tubes or flat boxes depending on print size, and each package is custom designed to prevent damage during shipping.
- ◆ **Spotte insures all of our shipments**, so that in the case of damage during shipping we can easily replace any works that were damaged during transit. More expensive works have higher insurance fees, which accounts for higher shipping costs of expensive works. If this occurs, please contact help@spotteart.com and we will resolve the problem as quickly as possible.
- ◆ If you received a **damaged work**:
First, please take pictures of the outer packaging with detailed shots of damage to the box or protective layering. Then take detailed pictures of the damage to the artwork itself. This will assist in filing a claim with the shipper. Please send the photos to help@spotteart.com along with your name, order number, and the item you purchased. It is imperative to open your artwork as soon as you receive it, alert us of any damage and ship it back to us within 7-10 days.
- ◆ All works on our site are **final sale** items. These items were created in very finite quantities only with Spotte and its audience in mind. Thus, we are unable to accept returns for these artworks except in the case of damage during shipping.
- ◆ **First to know**
By joining our mailing list, you will receive our e-mails periodically, which include announcements about our artists, the site, and in the future our Private Sales. We will ensure you are the first to know when new works by that artist are added to the site.
- ◆ Interested in **submitting your artwork** to Spotte?
You can submit your work to our curators for consideration by emailing to info@spotteart.com. Due to the large volume of submissions we receive, you will only be contacted if your work has been selected for inclusion.
- ◆ We are here to make sure you have a great experience selecting and purchasing artwork. **Your input and inquiries** are extremely valuable to us. Please contact us via email at info@spotteart.com