

Purchasing From



***Fine Art and Artisan Gifts***

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If you have any inquiries or questions about, or would like to purchase, any of the Art displayed on our Website, please CONTACT US:

**Toll Free at 1-866-927-5091    Gallery 1-970-927-5091    Fax 1-970-927-5013**

**Email: [info@AspenColors.COM](mailto:info@AspenColors.COM).**

## Our Commitment to You

### **Satisfaction Guaranteed:**

Aspen Colors Gallery is totally committed to insuring that you are completely satisfied with your art purchase.

### **Payment**

We accept the following:

Charge Cards

Debit Cards

Checks (US funds only)

Money Orders (US funds only)

Please allow up to 10 days for domestic checks to clear and up to 6 weeks for checks drawn on non-US banks.

Wire Transfers (US funds only, call for instructions)

Traveler's Cheques

Foreign Bank drafts (in US funds)

### **Charge Cards**

MasterCard

Visa

Discover

American Express/Optima

(Credit cards must be in the name of the buyer. We reserve the right to refuse credit card payment for phone or e-mail purchases)

### **Returns within ten (10) calendar days:**

If, for any reason, you are not completely satisfied with your purchased art within ten (10) calendar days after you received it, we will refund 100% of your purchase, minus shipping charges to you, upon return of the art to us in the condition in which you received it. We will issue your refund by the same means you paid.

Prior to any returns and within ten (10) calendar days after you received the art, you must CONTACT US for specific return instructions. In general:

- Return the art in the original packing container.
- Ship prepaid air freight, insured for full value, by the same freight carrier that delivered the purchased art to you. Return shipping charges are your responsibility.
- Ship back to us within seven (7) calendar days after you CONTACT US.
- Send us by fax or e-mail the return tracking / freight bill number.
- If the returned art is delivered to us damaged, you will be responsible for collecting the insurance from the freight carrier.

### **Returns after ten (10) calendar days:**

CONTACT US. We accept the return of most items returned after ten (10) calendar days for a store credit. Or we will resell the item for you on consignment.

**Special Order Returns:**

We cannot accept returns or refund payment for some specially ordered items. Prior to your order, we will advise you in writing if the item you are ordering does not qualify for our standard return and refund policy. We may offer store credit for a special order return, but that depends on the item ordered. We will do everything possible to resell the work for you on consignment, but we cannot guarantee this. Special orders should be placed with this in mind.

**Shipping:**

We ship WORLDWIDE by the safest, fastest, and most cost effective means possible. This is usually FedEx or UPS air or similar air carrier.

Art is packed appropriately for transport. Items containing glass must usually be crated at some additional expense. All custom prints are carefully rolled into sturdy, large diameter tubes for maximum protection during shipping. Your purchased art or print is fully insured in transit to you.

**Shipping Charges:**

Our prices do NOT include shipping, handling, or insurance. We charge you whatever the freight costs are to us to ship your purchased art to you. We will ship your purchased art to you freight collect, if you specify.

We can give you an estimate of the shipping charge here. The price of shipping may have little relevance to the value of the art. A small, but expensive original oil on canvas may cost you much less to ship than a limited edition large photograph framed behind glass.

Here are some example shipping charges:

24" x 36" Photo rolled up in sturdy shipping tube: \$25 within the US, \$75 to Europe  
Framed Photo (no glass): \$50 within the US, \$125 to Europe  
40" x 50" inch unframed oil on stretched canvas without frame (in crate): \$150 within the US, \$250 to Europe  
24" x 30" inch framed pastel with glass (in crate): \$150 within the US, \$250 to Europe  
Bronze sculpture (in crate): 150 lbs, \$250 up depending on distance.

**Condition:**

Unless stated, each work is in excellent condition at the time it is shipped to you. If appropriate, a condition report by a qualified conservator can be included.

**Insurance:**

All works are fully insured for the entire purchase price while in transit to you.

**Sales Tax:**

Our prices do NOT include sales tax (if applicable). We add sales tax if required by law.

**Damage:**

If the outside container shows any damage when you receive it:

- Remain calm. The art inside the container is most likely undamaged.
- Try to open the damaged container in the driver's presence. If this is not possible, at least note the damage on the freight bill when signing for it.
- If possible, photograph the outside of the container.
- If the art is undamaged when you open the container and remove the art, display it proudly as you please.
- If the art is damaged, CONTACT US immediately. We will advise you how to proceed.
- Do not handle damaged art unnecessarily, as this could exaggerate the damage.
- IMPORTANT: Save all packing materials. Failure to do so may cause the freight carrier to deny a claim.

**Authenticity:**

We guarantee each work sold to be as described. When available, catalogue references are included with the work. For limited edition prints, the printing information (how many known impressions, when printed, signed, paper size, etc.) will be included.

We will provide a letter of authenticity at your request.

**Signed:**

Works signed by the artist are stated as such. Works stamped signed or signed by the estate of the artist will be disclosed.

**Commissioned Work:**

Most of our Artists accept commissioned work. Please [CONTACT US](#) for details.

**Limited Edition Giclees, Fine Art Prints, and Photographic Prints:**

We offer Limited Edition Giclees and Fine Art Prints of many, but not all, original works displayed on our Website as well as Custom Prints of Photographic Images displayed on our Website. To meet our exacting high quality standards, we have our Limited Edition Giclees, Fine Art Prints, and Photographic Prints digitally printed on museum quality canvas or acid-free, archival grade papers with commercial grade high resolution graphic printers using long life inks. All giclees and all photographic prints on canvas are sealed with a protective finish. To assure the quality we strive for, allow 3-4 weeks for shipment. Please [CONTACT US](#) for additional details.

**Photographic Print Size Information:**

We offer Prints of our Photographic Images in five (5) different paper sizes: Small (S-17"x22"), Medium (M-24"x36"), Large (L-30"x44"), Extra Large (XL-36"x54"), and Extra Extra Large (XXL-44"x68"). A photographic image that you choose may be slightly cropped to better display it on the paper size you order.

Our prints come with borders unless you specify that you want a borderless print. A print with borders allows you more choices with your framing, but the image will not fill the entire surface printed on the size paper you order. Our standard borders vary with the size of the print – 1½" on Small and Medium Print Sizes, 2" on Large Print Sizes, and 3" on Extra Large and Extra Extra Large Print Sizes. However, we can make the border any size that you specify.

If your print has a border, it will be signed by the Photographer in the bottom white border area on the right hand side unless you specify by phone or email that you want it on the image. If your print is borderless or if you specify that you want the Photographer's signature on the image, it will be signed on the bottom right hand side of the image.

**Lamination:**

For maximum UV protection and excellent resistance to dust and surface abrasion, plus easily cleaned with a damp cloth, we recommend that the photographic print be laminated on one or both sides. We offer a wide variety of laminates – gloss luster, matte - and can laminate photographic prints up to 61" wide for an additional charge. Additional shipping charges may also apply. Please [CONTACT US](#) for additional details.

**Mounting:**

We offer a wide variety of substrates – Foamcor, Gatorfoam, Sintra Plastic, Diebond Aluminum Composite, Hardboard, etc. - and can adhere your laminated or un laminated photographic prints to your choice of substrates up to 61" wide and up to ½" thick for an additional charge. Additional shipping charges may also apply. Please [CONTACT US](#) for additional details.

**Framing:**

Our Art can be purchased with or without framing. Unless otherwise stated, each frame is in excellent, undamaged condition at the time it is shipped to you. Detailed photographs of the frame can be included upon request.

We use only museum quality materials in our framing. They are archival safe, acid free, and pH neutral. However, some conditions such as direct sunlight, high humidity, and/or mold can cause damage to the framing despite its high quality. Therefore we can not warrant against future damage.

**Copyrights:**

Many Digital Images of Original Art, Limited Edition Art, and Photography are displayed on our Website. All images on this website are copyrighted by the individual artist / photographer. Any copying, usage, and/or distribution is strictly prohibited.

**Special Requirements:**

We welcome your inquiries and questions about the Original Art, Limited Edition Art, and Photography displayed on our Website. Whether you're an individual, a corporate entity, or a designer, we can assist you with selecting art to fit your needs and/or your specific design requirements whether they are residential or commercial.

**You can count on us. You have our word.**