

PURCHASING & SHIPPING

Ordering

If you would like to buy an original or limited edition piece of art work on my website, please email me by filling out the form on my contact page, or email me at hello@hongdam.com with the name of the particular piece of artwork you would like to buy. I can then let you know if it is available and we can discuss payment and shipping options.

How does payment work?

I accept payments via bank transfers. Send me an email with the name of the piece of artwork you would like to buy and order to hello@hongdam.com. I will then supply my bank details. Once the money has gone into my account, I will post the particular piece of artwork of your choice to you. Payments can also be taken through the PayPal service in British Pounds Sterling. PayPal does charge a fee so I would prefer it if you could do the transaction by bank transfer. However, if this is not possible, I will accept Paypal payments. You do not need to have a PayPal account to purchase but you can use the PayPal service to pay with your regular debit or credit card. I do not store any of your debit/credit card details.

Shipping

UK Shipping

Orders will be packed and shipped within 7 working days within the UK. Pieces are sent by courier depending on size and weight. All shipments are tracked and require a signature on delivery. I use a specialist company to pack and ship my pieces of artwork to guarantee that it arrives with you in perfect condition.

Can you ship internationally?

Yes, I can ship to most countries. I use a specialist company to pack and ship my artwork, to guarantee that it arrives with you in perfect condition. They can offer deliveries in securely packed tubes, boxes, and crates for larger pieces, and shipping internationally. Message me with your details and the piece you would like and I can give you a quote for shipping options. Overseas shipments (outside the UK) may be subject to import duties and taxes according to the laws of the destination country. Any additional charges are at the customer's expense. I'm afraid I have no control over these charges and accept no responsibility for additional charges.

Shipping costs cover packing supplies, labour and transit fees.

Returns

What if I don't like my artwork when it arrives?

I want you to be fully happy with your artwork so I offer a returns policy. If a piece is not as you expect, you have 7 days to contact me by email and request a refund. Once a return has been agreed, you are responsible for packing and arranging return delivery using the same service it was sent to you. Once the piece has been safely returned we will refund your payment within 14 days. Payment is refunded minus the cost of shipping and PayPal fees.

What if my artwork arrives damaged?

All artwork is carefully packed and wrapped. If you receive a piece of artwork that has been damaged in transit, please contact me within 7 days and if possible take a photograph.

What about Overseas Returns?

I am unable to offer a refund or return on any artwork sent outside of the UK.