



Frequently Asked Questions

1. Do you create the art yourself?

Yes — I create my own modern pieces, and I also source unique artwork from talented artists in Indonesia, Thailand, India and beyond. Every piece is chosen with care.

2. Can I buy the artwork rolled or framed?

Yes. All canvases can be purchased **rolled** or **stretched on a frame**. Stretched canvases are made to order and may take extra processing time.

3. How is the artwork shipped?

Rolled canvases are sent in protective tubes, and stretched canvases are securely wrapped.

Shipping is charged at checkout and includes tracking.

4. Do you ship internationally?

Yes, international shipping is available on request. Please contact me for a quote.

5. What is your refund policy?

Refunds are available only for damaged or incorrect items.

If your artwork arrives damaged, contact me within 7 days with photos and I'll arrange a replacement or refund.

6. Can I return an artwork if I change my mind?

Because each piece is unique, I cannot offer change-of-mind returns. Please ask any questions before purchasing — I'm happy to help you choose the perfect piece.

7. What if I receive the wrong artwork?

If there's been an error, I'll fix it immediately. Please contact me within 7 days.

8. Do you offer digital downloads?

No, I currently focus on selling physical artworks so you receive the full texture, colour and quality intended by the artist.

9. How long does shipping take?

Orders are processed in 1–3 business days. NZ shipping times vary by location but are usually quick. Tracking is always provided.

10. Can you help me choose art for my home?

Absolutely — message me with your room colours, style, and size, and I'll recommend pieces that will brighten and style your home beautifully.

•