

International Shipping

We offer international shipping. Shipping charges for your order will be calculated and displayed at checkout.

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country.

Art.Visualizations (AV) is not responsible for these charges if they are applied and are your responsibility as the customer.

How do I check the status of my order ?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 5 (five) days of receiving your shipping confirmation email, please contact us at info@artvisualizations.com with your name and order number, and we will look into it for you.

Damages

In the event that your order arrives damaged in any way, please email us as soon as possible at info@artvisualizations.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at info@artvisualizations.com.