

# Shipping Guide

## Introduction:

Bringing my vision to your space in an eco-conscious manner is of utmost importance to me. I ship worldwide, ensuring each package not only arrives safely but does so with the least impact on our planet. Every order is shipped carbon-neutral through carbon offsetting, and all packaging materials, from stickers to frame protectors, are either recyclable or biodegradable.

## Shipping Services:

All orders are exclusively shipped via DHL Express Courier. I ensure a singular, efficient, and reliable speed for all shipments, simplifying the process for both of us.

## Pricing and Delivery Times:

Shipping prices and delivery times vary based on your location. For specific details, please refer to the tables below:

### Print only delivery costs (costs per order):

(all sizes)	Costs
United Kingdom	€14.81
Germany	€14.85
EU	€22.00
EEA & CH	€40.00
United States	€42.75
Canada	€51.30
Rest of World	€75.00

### Framed prints & stretched canvas costs (cost per unit)\*:

	Up to 30cm	Up to 42cm	Up to 60cm	Up to 85cm	Up to 119cm
United Kingdom	€14.13	€14.13	€16.39	€23.17	€34.20
Germany	€14.13	€14.13	€16.39	€23.17	€34.20
EU	€28.25	€33.90	€45.20	€56.50	€76.38
EEA & CH	€33.90	€39.55	€50.85	€67.80	€91.20
United States	€33.34	€41.81	€68.46	€93.59	€102.60

Canada	€40.79	€51.17	€85.44	€113.78	€125.40
Rest of World	€74.31	€83.90	€108.25	€171.60	€205.20

*\*sizes refer to longest edge of frame*

### Standard delivery times:

(in working days)	Fulfilment time	Est. Delivery Time
United Kingdom	2-5	1-2
Germany	2-5	1-2
Europe (EU)	2-5	1-3
Europe (EEA & CH)	2-5	2-4
United States	2-5	2-5
Canada	2-5	2-5
Aus/ NZ	2-5	5-7
Rest of World	2-5	2-10

### Tracking and Notifications:

Upon dispatch, customers will receive an email from Shippy Pro (titles 'Art Prints') containing tracking information for their order.

### Packaging:

Your art print deserves the best protection, and the Earth deserves care. That's why the packaging materials I use - be it stickers, tape, or frame edge protectors - are crafted from recyclable or biodegradable resources.

### Carbon Offsetting:

To ensure each shipment is carbon-neutral, my shipping partner and I are dedicated to investing in renewable energy projects through Gold Standard, a recommended offsetting initiative by renowned organizations such as Friends of the Earth, Greenpeace, and WWF UK.

### International Shipments & Customs:

Orders heading to the United States, the EU, and the UK will not face any border charges. However, for other global destinations, potential customs charges or sales tax might apply, depending on the shipment value. It's recommended that customers research their country's customs policies for specific details.



## Returns and Refunds:

Should your art arrive damaged or if there's a significant delay in delivery, please contact me directly at [info@joschaphoto.com](mailto:info@joschaphoto.com) or through the contact form on my website. In these cases, I'll arrange a free replacement and cover the cost for the return of the original item. Please note that normal postage delays or customs hold-ups won't qualify for refunds. Refunds for any other reasons are considered on a case-by-case basis.

## Contact and Support:

For any inquiries or support needs, feel free to connect with me via Instagram, the form on my website, or by shooting an email to [info@joschaphoto.com](mailto:info@joschaphoto.com).