

Shipping, Fulfilment & Delivery Policy

Sean Caley - Artwork

1. Overview

We aim to process and deliver all artwork and prints safely, securely, and as quickly as possible. Due to the nature of original artwork, some items may require additional handling time.

2. Order Processing & Fulfilment

- Orders are typically processed within 5 working days.
- Original paintings may take longer due to:
 - Drying time (if applicable)
 - Protective packaging requirements
- Custom or made-to-order prints may require additional production time

Once your order has been dispatched, you will receive a confirmation email with tracking details (where available).

3. Shipping Methods

We use trusted courier services (e.g. Royal Mail or other parcel couriers) depending on:

- Item size and value
- Delivery location
- Required level of tracking and insurance

All artwork is packaged carefully to prevent damage during transit.

4. Delivery Timeframes

Estimated delivery times:

- **UK:** 1–5 working days after dispatch
- **Europe:** 3–10 working days
- **International:** 5–15 working days

Please note:

- Delivery times are estimates and not guaranteed
- Delays may occur due to customs, holidays, or courier issues

5. Shipping Costs

Shipping costs are calculated at checkout based on a flat fee:

- Free delivery within 15km of Bonsall, Derbyshire.
- £10 flat fee for any UK delivery.
- £20 flat fee for any international delivery.

Any applicable duties, taxes, or import fees for international orders are the responsibility of the customer.

6. Tracking & Delivery Confirmation

- Where possible, all orders are sent using tracked or signed-for services.
- Tracking details will be provided once your order is dispatched.
- For higher-value artwork, a signature may be required on delivery.

7. Packaging of Artwork

We take extra care to protect your artwork:

- Prints are shipped flat or rolled in protective tubes.
- Paintings may be:
 - Wrapped in protective materials
 - Boxed securely to prevent movement or damage

This ensures items arrive in excellent condition.

8. Lost, Delayed or Damaged Orders

If your order does not arrive within the expected timeframe:

- Please contact us at sean.caley@btinternet.com
- We will liaise with the courier to resolve the issue

Damaged Deliveries

If your order arrives damaged:

- Notify us within 48 hours of delivery
- Provide photos of:
 - The packaging
 - The artwork

We will arrange a replacement or refund in line with our refund policy.

9. Delivery Address Responsibility

- Please ensure your delivery address is correct at checkout.
- We cannot be responsible for items delivered to an incorrect address provided by the customer.

If an order is returned due to an incorrect address, additional shipping charges may apply.

10. International Shipping

For overseas orders:

- Delivery times may vary depending on customs clearance
- The customer is responsible for:
 - Import duties
 - Taxes
 - Additional handling charges

We recommend checking local import regulations before ordering.

11. Failed Delivery Attempts

If a delivery attempt fails:

- The courier may leave a calling card or attempt redelivery
- It is the customer's responsibility to rearrange delivery or collection

If the item is returned to us, re-shipping costs will apply.

12. Contact

For any shipping or delivery queries:

Email: sean.caley@btinternet.com

Business Name: Sean Caley

Website: www.seancaley.com

Policy created on 14th June 2026

To be reviewed June 2027