

GALERIE EVA PRESENHUBER

Shipping

This edition is sold unframed, and packaged flat to the highest standards.

We aim to dispatch editions within two weeks of purchase (unless fabrication is pending).

Your edition will be dispatched with a tracked and signed courier service. You will receive an email notification when your order is on its way.

All prints are shipped fully insured. If your package arrives damaged, you must contact us within 48 hours of delivery with photographic evidence of both the exterior packaging and the damaged print to qualify for a replacement or refund.

Important information

Due to the nature of printing, minor variations in color density or paper texture may occur between individual prints in the edition.

If on receipt of your product you are uncertain about your purchase, please keep your product in the original packaging until you have decided whether or not you wish to keep it.

If you are unhappy with your purchase for any reason, you can return it to us no later than 14 days from the date you receive it and provided the item is in saleable condition, we will refund the item(s), excluding any delivery charges. Returns are only accepted online for products purchased directly from our online shop.

Return shipping will be charged at standard shipping rates based on your shipping location.

Returns

To arrange a return or exchange, please contact customer services by email at onlinesales@presenhuber.com. On receipt of your returns request, we will email you a returns label to attach to the packaged item(s).

If you would like to arrange a return via home collection or a collection point drop off, please inform us when you submit your returns request and we can help organize this with you.

When returning items to Galerie Eva Presenhuber, please ensure that they are well packaged and protected from damage in transit, within the original packaging. You are responsible for each item until we receive it. All items will be inspected upon return.

Returns cannot be accepted if the print shows handling marks, creases, or surface scratches.

Once we have received your returned item(s), we will arrange a refund, excluding any shipping costs, which will be paid in accordance with our Online Shop Terms.