

FREQUENTLY ASKED QUESTIONS

PLACING AN ORDER

CAN I CUSTOMISE MY ORDER?

Yes, you can choose from one of our existing designs. Any of the dimensions and/or colours can be adjusted to your specific requirements. Another option is to send us your design ideas or let us make suggestions based on photos of your home.

WHAT PAYMENT OPTIONS ARE AVAILABLE?

All payments are done via electronic funds transfer (EFT).

CAN I CANCEL OR MODIFY MY ORDER AFTER PAYMENT?

No cancellations or modifications to your order will be possible after payment is made. The only change you can make is to your delivery address. If you have already received a shipping notification you will not be able to change your delivery address.

WHAT IS YOUR RETURN POLICY?

If you customise an order, we will not be able to refund it. Exchanges can take place for orders that are canceled within 3 days.

DELIVERY

IS THERE A DELIVERY CHARGE?

The costs will vary according to the volume and destination of the shipment, and will be confirmed with the customer prior to purchase. Delivery terms apply to deliveries within the borders of South Africa.

HAS MY ORDER BEEN SHIPPED YET?

Once your order has been shipped you will receive an email notification. If you have not received a shipping notification email after the lead time for your product is over, please check your spam mail. Please note that our products are made to order. Therefore they will dispatch on different days. It takes about 3-working days for the courier to collect, dispatch, and deliver your orders.

CAN I COLLECT MY ORDER MYSELF?

Yes! Artep Studio offers a self-collect service. Please note that this does not affect or change the date of when the product will be ready for collection.

INTERNATIONAL SHIPPING

Costs for exports will vary according to the volume of the shipment, destination, and export method. Please contact us directly at info@artepstudio.com for more information on international shipping.

MOUNTING & CARE INSTRUCTIONS

HOW TO MOUNT YOUR ARTWORK

All our wall art is fitted with a heavy-duty wall mounting system that will allow you to mount the art horizontally or vertically (where applicable). Matching wall plugs and screws to mount your new art piece are included in the package.

HOW TO CARE FOR YOUR PIECE

Wood is a natural product that expands and contracts due to the humidity and temperature of the environment. All our pieces are unique, and little details are a reminder, that a real person created something special just for you. Natural materials, wood, reclaimed wood, and other hand-finished, natural materials showcase beautiful, organic variations, irregular distress, colour fluctuations, etc. These are normal characteristics that will not affect the performance of your piece and are not considered quality defects.

WHAT CAN YOU DO TO PROTECT YOUR PIECE

Wipe with a soft, dry cloth as and when required. Do not place products in direct sunlight. Do not use abrasive or oil-based cleaners. Wipe blot spills immediately to avoid moisture penetrating the wood.