

Delivery Guide

Where we deliver

Anywhere. We can deliver within the United Kingdom and worldwide.

Delivery options and rates

Wherever possible, Artchina provides a fast and efficient dispatch service. All orders are sent from the UK. Deliveries to UK addresses are sent either by Royal Mail (minimum First Class) or by courier. Overseas orders are sent by courier using either tough postal tubes (for unframed items) or are securely packed and crated (where needed). All deliveries will require a signature on arrival.

Our orders are dispatched Monday to Friday and we aim to dispatch the vast majority within 3 to 4 days (custom framed orders are usually dispatched within 14 days). If your order is delayed by more than 3 days we will inform you of the expected dispatch date via email. You can then choose to wait a little longer for delivery, accept a refund or pick an alternative item from our stock.

Please note that personalized items such as commissions may have a longer lead time and cannot be returned unless faulty or damaged.

If delivery time is paramount, we can advise you of anticipated delivery dates and suggest possible alternatives to achieve them. Simply get in touch by phone or email.

Due to our diverse range of works, shipping rates vary depending on weight, value, size and destination.

Many of the items on our site include free shipping. Where the shipping is not free of charge, we will contact you within 2-3 days to notify you of the cost of shipping for the item you have selected. We charge shipping at cost and can arrange alternative quotes if necessary.

For orders overseas

Please contact us for a tailored quotation for large or heavy deliveries outside the UK. Please note that any customs and import duties payable once the package reaches the destination country are the responsibility of the customer.

Notification and tracking

Once the order has been dispatched we will notify you by email that it is on its way, providing you with the consignment number and details of how you can track the delivery.

Delivery queries

If you have any questions about the delivery of your items please do not hesitate to contact us by telephone on +44 (0) 7817029618 between 10.00am and 6.00pm Monday to Friday or by email aimin@artchinauk.com

