

FAQ's

FREQUENTLY ASKED QUESTIONS

Please note these questions and answers are for information purposes only and do not form part of the terms of any contract made between you and us.

1. WHO ARE ARTCHINA LTD?

Artchina Ltd are a private limited company which has been operating since 2003. ArtChina promotes Chinese art in the United Kingdom and supports cultural exchanges between China and U.K. ArtChina has developed extensive links with Chinese artists and art institutes globally and within China itself. Through these links ArtChina is able to access the best paintings, sculptures, installations and prints, and introduce an ever-widening Western audience to the wonders of Chinese Art.

We have conducted numerous exhibitions throughout the UK and China.

2. CAN I SEE THE ART BEFORE I BUY?

Artchina positively encourages this. We are delighted when a prospective customer wants to see a selection of work that he or she has seen in our virtual gallery. We are happy to put on a private viewing at your address with no obligation to purchase. You can also view work by arranged appointment in Cambridge or visit us during our exhibitions in London.

3. HOW DO I FIND THE PRODUCT I'M LOOKING FOR?

The best place to start is by looking in our Artist Catalogue. You can also use our search facility, you'll find this at the top right of every page on our site. Simply enter any artist, title, theme or art movement and you'll quickly find what you're looking for.

4. CAN YOU HELP ME LOCATE A PRODUCT EVEN IF IT ISN'T ON YOUR SITE?

If you are looking for something in particular that is not on our site please email us at aimin@artchinauk.com. We will try to locate it and contact you with details.

5. HOW DO I ORDER ITEMS FROM ARTCHINAUK.COM?

Once you have selected any item to purchase simply click the 'Buy' button to the right of the item and follows the instruction on the site.

6. DOES ARTCHINAUK.COM SUPPLY FRAMING?

Yes, UK customers can purchase a variety of framing options with many of the prints on our website. If your chosen print has a framing option, you'll see the choices available near the 'Buy' button. We also have a wide variety of ready-made picture frames in standard sizes, also available to UK customers.

7. I WANT TO ARRANGE FRAMING MYSELF, HOW ACCURATE ARE YOUR SIZES?

Although we try to make the picture sizes on our website as accurate as possible, we always recommend waiting until you receive your print before

arranging any framing. Please do not give the sizes on our website to your framer, instead arrange for them to measure the print when it arrives.

8. HOW SAFE IS IT TO USE MY CREDIT CARD?

8.1 Your security is our top priority. The personal information you enter into our checkout is protected using state of the art Secure Socket Layer (SSL) software, this ensures that any information you submit will be encrypted and is kept secure.

8.2 Your payment card information is handled using our online payment provider SagePay (one of the largest online payment providers in the world).

8.3 Once you have completed your transaction, www.artchinauk.com does not hold any of your card information.

9. HOW LONG DOES DELIVERY TAKE?

Most items are despatched within 3-4 days (except custom framed items which usually take 14 days). If for any reason there is a delay with the despatch of your item, you will be contacted within 3 days of your order being placed.

These are the average shipping times once an item has been despatched:

UK Royal Mail or courier around 1-2 days

EU Air Mail approximately 5-10 days

Worldwide Air Mail approximately 10-14 days.

ANYTHING ELSE?

If you didn't find the answer to your question on this page, please email us at aimin@artchinauk.com and we will respond to you personally.