

Terms and Conditions

By making a purchase in our store, you agree to the following terms and conditions. Please read this policy carefully before completing your order.

1. Products

- Screen prints are sold unframed unless otherwise stated in the product description. Each piece is carefully rolled with protective paper and shipped in a sturdy tube.
- Original artworks are unique, hand-made pieces by the artist Justine Franco Butez. Minor irregularities or variations are inherent to the nature of the work and are not considered defects.

2. Prices and Payment

- All prices are listed in the specified currency. Taxes may be included or added at checkout, depending on your location.
- Original artworks by Justine Franco Butez are not sold directly through the online store. Prices are provided upon request, and sales are completed via bank transfer with an invoice issued in the buyer's name.
- We reserve the right to modify prices at any time, especially for original works.
- For all international orders, the buyer is responsible for shipping costs, import duties, and customs taxes, unless explicitly agreed otherwise.

3. Shipping

- Orders are shipped to the address provided at checkout. Please ensure the information is correct, as we are not responsible for delivery issues due to incorrect or incomplete addresses.
- Estimated delivery times vary and are not guaranteed.
- We are not liable for delays caused by third-party couriers, customs, or external events beyond our control.

4. Damaged Items – Notification and Claims

- If your order arrives damaged, you must notify us within 24 hours of delivery via email, including clear photographs of the item and its packaging. This timeframe is essential for submitting claims to the shipping company. Claims submitted after 24 hours will not be accepted.

Screen Prints:

- In the event of verified damage and timely notice, we will offer a replacement (if available) or a refund upon return of the item.

Original Artworks:

- If an original artwork by Justine Franco Butez arrives damaged and is reported within 24 hours, we will either:
 - Arrange for a professional restoration, at our expense and under our coordination, or
 - Offer a full refund upon return of the artwork.

Customer Response Obligation:

- Once a solution is offered (refund, repair, or replacement), the customer must confirm acceptance and take the necessary steps (e.g., shipping the artwork back or delivering it to the repair studio) within 48 hours of our proposal.

- Failure to respond or act within this 48-hour period will be considered as acceptance of resolution from our side, and all offered options will expire thereafter.

5. Use of Products

All artworks and prints are for personal and decorative use only. Reproduction, resale, or distribution without written authorization from the artist Justine Franco Butez is strictly prohibited.

6. Intellectual Property and Image Rights

All artworks, designs, and images are protected by copyright and remain the exclusive intellectual property of the artist Justine Franco Butez.

Purchase does not grant any rights to reproduce, sell, share, or use the artwork or its image for commercial or promotional purposes.

All image rights belong to Justine Franco Butez, including photographs or reproductions of the works for public or private use.

7. Modifications

We reserve the right to update these terms and conditions at any time. Any changes will be published on this page and take effect immediately.

8. Contact

For questions about your order, please contact:

justinefrancoart@gmail.com

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