



NewbergArt.com
115 N College St, Suite 3
Newberg OR 97132

Phone: 503-538-0888
Email: sally@newbergallery.com

Shipping Your Fine Art

- 1. How will my package be shipped?** All items are carefully packaged to prevent damage during transit. Newberg Gallery, Inc. ships with a variety of carriers to provide the best service and lowest cost for our customers. Note that orders are shipped/delivered only Monday–Friday. Delivery estimates do not include weekends.
- 2. What are domestic shipping rates?** Shipping by UPS or FedEx is automatically determined by weight and location
- 3. Do you offer faster shipping rates?** Please see Shipping Rates for information on our express shipping options. We also encourage you to contact our gallery at 1.503.538.0888 or e-mail at sally@newbergallery.com.
- 4. How is my order packaged?** The quality of your shipment is our priority and the materials we use to package our products reflect our commitment. Rest assured, if your order contains a combination types of items, they will ship separately in the appropriate packaging, and you will not be charged additional shipping.
 - Posters and Art Prints: Rolled with protective wrapping paper and packaged in a cardboard tube.
 - Decorative Mirrors, Canvas Transfers, and Mounted Items: Covered with protective wrap and packaged in a durable cardboard box.
 - Framed Item's: Framed items are securely packaged in a sturdy box with fitted inserts to prevent shaking and damage.
 - Gift Packaging: Sorry, at this time we do not offer gift wrapping. But, if you are shipping a gift, you have the opportunity to send a Gift Message — this may be done on the Shipping Information page once you begin placing your order.
- 5. Can I request another packaging method for my poster?** We do not currently offer options on packaging methods. All items are securely packaged in an appropriately-sized box or tube with fitted inserts and/or packing material to prevent shaking and damage during shipping.
- 6. Can I ship to a P.O. box? Can you ship to an APO?** Yes, within certain guidelines. The USPS delivers packages 11" x 14" and smaller to a P.O. Box or APO address. Larger framed items must be shipped to a street address. *Note also that for items shipped to a street address, a phone number is required.*
- 7. How do I ship my items somewhere other than to my billing address?** Its easy. During the checkout process, you are provided the option to enter a shipping address that is different than the billing address. Choose NO to the question "Is the above address also the billing address?" Then follow the instructions. We recommend shipping to a commercial or business address for delivery security if no one will be home to receive it. This can be your office or the local UPS Store.
- 8. What are your international shipping rates?** International shipping rates can be found at Shipping Rates. Please be aware that we are not responsible for any duties or value-added taxes that may be assessed by your local customs office. For more information on international shipping, please see International Shipping & Returns.
- 9. Is my package insured?** NewbergArt.com. guarantees your satisfaction and we will give you a refund, an exchange or a replacement for purchased items you are not satisfied with. In the remote event that your package is lost or damaged upon arrival, please contact the carrier and our gallery via email at sally@newbergallery.com
- 10. How do I know that my item has shipped?** When your order ships, we will e-mail you a Shipping Confirmation. If tracking service is available, we include the Tracking or Airway Bill number in your Shipping Confirmation e-mail (if you do not receive a tracking or Airway Bill number, then tracking service is not available for your package). Note that orders are shipped/delivered only Monday —Friday. Delivery estimates do not include weekends.
- 11. What if I have not yet received my order but it shows that it has shipped?** Shipping times can vary depending on location and carrier. The carrier will provide a delivery time estimate when tracking your order. If that date has passed or you have any other concerns about your order, please contact our Customer Experience Team 1-503.538-0888 or via email at sally@newbergallery.com.
- 12. When will my order arrive?** This varies based upon where you live and the shipping method used. Once we ship your order, we will email you a confirmation with a link to the tracking page of the shipper we used to deliver your product. Please contact us toll free at 1-877-351-5987 or via email at sally@newbergallery.com. Delivery time averages 3 to 7 business days once your item(s) leave our facility. Note that orders are shipped/delivered only Monday — Friday. Delivery estimates do not include weekends. If you provide a valid email address when ordering, a notification will be sent when the shipment occurs. The email will include a link to the carrier's web site where you can track the progress of your shipment online.

Contact us:

By E-Mail: sally@newbergallery.com

Web: [Contact Us Page](#)