



Sales Procedure Policy, Terms and Conditions

For Nua Collective Buyers

We strive to ensure the protection of Nua Collective, it's artists and it's buyers. With this in mind we have established the following sales policy to which by making a purchase you understand and agree to.

1. If a buyer purchases the artist's work, the artist will be notified by email. The artist will be given the buyers delivery address and contact number.
2. When an international buyer purchases an artwork, the buyer will be charged an additional fee subject to the buyers delivery address. This will be requested after the initial purchase is made.
3. Nua Collective will confirm receipt of payment to both the artist and the buyer.
4. The artist must then package their artwork, fully documenting the packaged item. These images must be sent to both Nua Collective and the buyer before despatch. We recommend sending 'opening instructions' to ensure no damage is caused to the artwork when the artwork is unpacked.
5. Artwork must be insured and sent by registered post. If the artwork is not insured, it is then sent at risk by the artist and consequently the artist is responsible for incurring costs. Once registered, a tracking number will be provided by the artist to Nua Collective and we will share this with the buyer.
6. The buyer will pay all incurring tax/custom/duty charges relevant to their national governing policies.
7. The buyer will receive a full refund if they do not receive the purchased artwork.
8. If the buyer is unhappy with the artwork, they can avail of a refund upon successful return of the artwork to the artist. The buyer must contact Nua Collective directly before they can avail of this service. This must be done within 7 days of receipt of artwork. If the buyer wishes to return the artwork, once stated within the 7 days, the buyer will have 3 days to dispatch the artwork to the artist's address at their own cost.

9. Payment in full will be transferred 10 days after the buyer has received their artwork. An 'account connection' request will be sent to you from stripe in order to facilitate this payment.