

## Frequently Asked Questions:

- 1. What is the shipping and delivery time for prints and original paintings?**
  - Prints are made to order and typically take 10-14 business days for shipping and delivery. Original paintings require 15-25 business days for shipping and delivery due to their sizing and specialized packaging.
- 2. What is the return policy for purchases?**
  - All sales are considered final. However, if the product is damaged during shipping and delivery, please contact us immediately at [contact@tasaneeart.com](mailto:contact@tasaneeart.com) to discuss a resolution.
- 3. Are refunds or exchanges offered for handmade art pieces?**
  - Due to the unique nature of each handmade piece, we do not offer refunds or exchanges for any artwork.
- 4. What are the payment options for purchasing original paintings?**
  - Full payment is required for the purchase of original paintings. However, we do offer a 3-month payment plan option. A minimum down payment of 10% of the painting's price is required, and the remaining balance can be paid over the course of the 3-month period.
- 5. Is the 10% down payment refundable?**
  - The 10% down payment is non-refundable, but any additional payments made after the down payment may be refunded on a case-by-case basis.
- 6. Who holds the ownership and rights to the artwork?**
  - All ownership and rights of the artwork are protected under Tasanee Art, a division of Visories LLC.

For any additional questions or concerns not addressed here, please don't hesitate to contact us at [contact@tasaneeart.com](mailto:contact@tasaneeart.com). We are here to assist you.