

Frequently Asked Questions

How much commission does ArtFromAmerica.com take in case my work is sold online?

We take no commission on artwork sold.

Unless, in order to sell the artwork in China, and you do need us to help with the language translations, as well as business handling, etc, we will consider some necessary service fee to cover our extra work costs.

Do I have to add the price of my work into my art page at ArtFromAmerica.com?

You do not have to price all of the paintings, but we suggest you to price most of your works online, so that buyers may make a quick decision on purchasing your works.

Everyone will like to buy good works with a reasonable price.

My painting was sold, I need some replacement. But the time is shorter than 2 months since my last time list change, do I have to pay \$5.- for the change?

No, artist does not need to pay for the replacement for sold paintings.

The translation fee ranges from 5%-10%, what is the rate if you simply forward me a message of inquiry, and I will be handling the rest of the contacts directly with my Chinese clients by myself?

We will not charge any for simple emails forwarding, we will not charge either for the simple email translations. Once we receive the Chinese versioned inquiry, we will suggest the clients to use English language to communicate with the artist. For some reasons, the artist hopes us to help with the communication translation as well as the business handling, in or order to successfully sell the work, the extra service charge will be deducted from the sales, to cover the extra costs on our extra time and works being spent for this artist.

Besides Chinese, do you supply with other language translation?

No, so far, ArtFromAmerica.com is only available of English and Chinese translations.

My painting was sold, but I still want to keep the image showing at the website for a while, stating Sold. Can I do so?

Of course you can. We will be having a new website page of sold paintings, so that artist may have more space in the artist page showing more paintings for sale.

Who pays for the shipping?

The buyer pays for the shipping. We suggest you to add the shipping cost and insurance fee over your painting price.

Are the paintings shipped framed?

Usually we suggest the paintings are shipped unframed, our experience is that the buyers prefer this part of the art work buying left to them.

How do I pack the paintings?

We suggest packing the paintings with plastic wrap and then ½" bubble wrap, for more protection, and rolling the canvas in tube, without a stretcher.

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In case the painting got lost during the shipping, who pays for the lost?

Losing cargo can be a normal case for the shipping companies; mostly they will pay you some money for the loss. But this amount would not be valued based on the real worth of the artwork; they would simply double pay you the shipping costs.

To avoid further loss, we suggest you to buy the insurance along with the shipment.

In your How to Buy, you stated that insurance will be added to the buyer's order, but in here, you suggest artists to buy the insurance along with the shipment, which party finally will be buying the insurance though?

We will encourage the buyers to buy the insurance to avoid any trouble in case of painting loss, we repeat the same suggestion to the artists for just in case that the buyer refuses buying the insurance, we hope artist would buy it, to make things easier once in case.

How do I ship the paintings to outside America?

We suggest using Worldwide Delivery Service, like FedEx, DHL, UPS, etc.

This kind of service normally takes 3-7 working days, and it is door to door service, and we can easily track with the cargo.

Do I need to pay for the customs clearance in case my painting was sold to outside of United States?

If you ship the painting via Worldwide Express Delivery Service, like FedEx, DHL, UPS, TNT, etc., you do not need to pay for the customs clearance fee, their shipping cost has included this charge already.

Do I need to pay for the import duty or tax if my artwork was sold to a foreign country?

No. Import duty and taxes or custom clearance outside the United States of America, which is responsibility of the buyer.

How to handle the case if the painting got damaged in transit?

We have asked the buyers to check the artwork for damage before accepting or signing for delivery, and make a note of damage on the delivery record. If the package appears to have suffered shipping damage, the buyer will contact ArtFromAmerica.com immediately, and contact the shipping company for a damage inspection report.

Request the shipping company return the goods to the artist, keep the original packing.

Do we have Money Back Guarantee to the buyers?

Yes, we do. If for any reason that the buyer is not satisfied with the purchase, he or she may return the work for a full refund, by notifying us within 3 days of the receipt of the artwork.

Who pays for the shipping in case buyer returns the painting back to me for the refund?

Shipping costs and insurance fee are not refundable. The buyer will have to pay for the return shipping, via the same express delivery service. The artwork must be received in the same undamaged condition as it was sent.