

SANDTON AUCTIONEERS SHIPPING INFORMATION

Shipment of Artworks/Items

-Information for Customers-

We are able to assist you in the packaging and arranging transportation of your artworks/goods, on your behalf, to most destinations around South Africa and the world.

The transport companies we utilize use air cargo for International (this is the fastest and most reliable method) and the cost depends on the volumetric weight of the item including packaging and not the physical weight. It takes up to four (4) weeks to arrive at the destination country, however most items are delivered in under 2 weeks.

Nationally the buyer will have the choice of air cargo to all major airports or the services of a courier/removal company door to door.

Depending on the item, air, rail or road might be utilized for the delivery.

We will advise best delivery prices available for the item.

There are two methods for International Deliveries:

- **Door – to – Door:** This is the more expensive method as it involves two transport companies – one to get the parcel to your country and another one to collect it and transport it to your door.
- **Door – to – Terminal:** This is cheaper and involves delivering the item to your nearest major airport, from where you can collect the parcel directly yourself or arrange for a courier company to collect and bring it to your door.

We will estimate the measurements of the final parcel including the packaging and we will obtain the lowest quote from three different reliable transport companies. We will then inform you via email of the cheapest quote and will request your confirmation to charge your credit card with the cost. Once your card is charged, we will dispatch the packaged artwork and will keep you informed of its progress via email. Once it arrives at in your country you will be contacted to either collect the artwork /item(door to terminal) or to arrange to deliver the artwork/item to your house (door to door).

What you need to know:

VAT – if we ship the painting for you, we can take off our local VAT tax on this side. The cost of the overseas shipping also excludes VAT.

Duties / Taxes in your own country – please note that there may be some VAT / local taxes / duty on importation in your own country. We have no way of knowing what these charges will be and the transport charges quoted exclude these amounts.

Insurance – Insurance is not standard and is additional at 1.5% of the value of the artwork/item purchased.

Delays – we are not responsible for any delays, damage or loss due to the use of third parties used to transport the artworks on your behalf. Please note that if you delay collecting your parcel from the airport once you have been contacted, you may be charged a storage fee by the airport.

What we need:

Your full delivery address, two daytime telephone numbers and an email address to contact you on once the parcel has arrived