



## Frequently Asked Questions

### How do I place an order?

All edition works are available for purchase. Please contact us directly at [hello@october.gallery](mailto:hello@october.gallery). Once we received your order, we'll send to your email within 24 hours, the proforma invoice and additional information about payment and delivery. To send you the proforma invoice and move forward with your order, you must send us the following details:

- Full name
- Billing and delivery address (if different)
- Phone number
- VAT number

### What are the payment terms?

After receiving the proforma invoice, the payment must be made in full or 50% to confirm the order. The remaining 50% must be made until 3 days before the expedition date. OCTOBER GALLERY starts the production after payment confirmation of the total amount or 50% of it, and the lead-time starts counting after this day. All pieces are OCTOBER GALLERY'S property until the payment is 100% received and confirmed.

### Do you offer customization?

All of the works are handmade-to-order and can be fully customized in terms of scale, color, materials, or finishes. Fully bespoke commissions are accepted on a case-by-case basis. Please reach out to us directly with your custom needs: [hello@october.gallery](mailto:hello@october.gallery).

## What can I expect from your finishes?

OCTOBER GALLERY products are one-of-a-kind handcrafted pieces. Each work has its own unique attributes which are impossible to replicate identically from piece to piece due to human factor of finest craftsmanship. Any variations in color and texture are expected between pieces.

## What are your lead times?

Lead times vary based on order and our current schedule, but generally range between 8/12 weeks. Lead time begins with receipt of payments. Delivery time is not included. Lead time for large quantity orders, orders with one or more personalized/custom-made pieces, prototypes, and/or bespoke pieces, it demands a case-by-case review.

## Do you ship internationally?

We can accommodate worldwide shipping. All prices and transactions are ex work, and therefore do not include any transportation cost or associated fees. When on behalf of the customer, the loading, transport, logistics, custom clearance, insurance, unloading or installation of the piece at the place of destination is the entire responsibility of the customer. OCTOBER GALLERY will be free of any charges or responsibility over events, loss, or any and all damages, during or after transport or installation. Shipping services are available upon request to OCTOBER GALLERY. Shipping services are charged in separate from product orders. Quotes for shipping services are sent via proforma invoice and valid for 10 working days since the date of issuance.

## Do you accept returns?

We do not accept returns or offer refunds, exchanges or credits. All payments are final.

## Can I cancel or change my order?

Cancellations are accepted within 48 hours after the deposit of the first advance payment. Any and all cancellation requests will not be accepted after that period.

## Where can I consult the product prices?

You can request prices for october gallery pieces by email, at: [hello@october.gallery](mailto:hello@october.gallery). All prices are retail prices, and do not include VAT, or any other taxes, duties and related shipping costs. Standard packaging is included in all products prices. If the customer requires specific packaging, it will be charged accordingly. All prices and transactions are ex

work from Portugal, and therefore do not include any transportation cost or associated fees. october gallery reserves the right, without prior notice, to discontinue products or change specifications and prices on products.

## How do I care for my piece?

Our work is inherently delicate and should always be treated with care. For more information on care and maintenance of our pieces, you can consult the care and maintenance guide.

## How do you contact us?

If you have any questions or comments about this policy, or if you would like us to update information we have about you, please contact us at: [hello@october.gallery](mailto:hello@october.gallery).

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