

## SHIPPING AND PAYMENT INFORMATION

**Effective date:** 11 August 2026

### 1. Payment Method

Payments in the Webshop are processed through Stripe's secure online payment system.

Accepted payment method:

- payment by credit or debit card;

Order processing will begin once payment has been successfully completed.

The Service Provider does not store bank card details; payment transactions are processed by Stripe.

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### 2. Shipping of Rolled Paintings

Paintings are shipped rolled by default and securely packaged in appropriate protective packaging.

**Shipping fee: HUF 0 – worldwide.**

Orders are shipped using DHL courier services.

Estimated delivery times may vary depending on the destination country.

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### 3. Shipping of Stretched Paintings

For stretched paintings, an individual shipping quotation is required in all cases.

The following information is required to prepare a shipping quotation:

- dimensions of the painting;
- delivery address;
- any additional packaging or shipping information, where necessary.

The shipping fee for a stretched painting will be determined based on the individual quotation.

The painting will only be shipped after the customer has accepted the individual shipping quotation.

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### 4. Customs Duties and Import Costs

For deliveries outside Hungary, customs duties, import taxes, customs clearance fees or other import-related costs may arise in the destination country.

**These costs shall be borne by the customer.**

The stated free shipping applies exclusively to the DHL shipping fee and does not mean that the customer is exempt from any customs duties or import taxes that may arise in the destination country.

The customer is responsible for obtaining information about the import regulations applicable in their country before placing an order.

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## **5. Delivery Address**

The customer is responsible for providing an accurate and complete delivery address.

The Service Provider shall not be liable for delays or unsuccessful delivery resulting from incorrect or incomplete delivery information where the issue is attributable to the information provided by the customer.

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## **6. Damaged Package**

Customers are advised to inspect the package upon delivery.

In the event of damage, the customer should:

1. take photographs of the package;
2. take photographs of the damaged painting;
3. where possible, report the damage to the courier;
4. contact the Service Provider without undue delay.

Contact: [contact@sylvarafineart.com](mailto:contact@sylvarafineart.com)

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## **7. Contact**

Webshop: <https://sylvarafineart.com/>

E-mail: [contact@sylvarafineart.com](mailto:contact@sylvarafineart.com)

Telephone: +36 30 340 0282

Service Provider:

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