

## LOIS GALLO FINE ART

259 Expressway Court, Virginia Beach, Virginia 23462 U.S.A.

Phone: 757-321-0221 Email: [sales@LoisGallo.com](mailto:sales@LoisGallo.com)

### **SHOPPING CART TERMS & CONDITIONS**

#### **Privacy Notice:**

We do not rent or sell lists of our clients to anyone. All personal information is handled with the utmost care. We use secure online processing that goes directly to our merchant gateway, so we ourselves don't even have access to your credit card information. You will only be contacted in regard to follow up as necessary with your order, unless you choose to opt-in to our mailing list for future offers and new product information.

#### **Shipping:**

Your order will be processed and shipped within 1-3 business days. Shipping is by UPS Ground or U.S. Postal Service, whichever is most cost effective, unless you specify you prefer a faster method. You will be charged the shipping charges plus a nominal packaging and handling fee, based on the size and weight of your order items. We pack your order ourselves to assure its safe arrival in excellent condition. Although most orders will arrive within 3-5 business days after processing, please allow 7-14 business days for the package to reach you. A tracking number may be issued so you can track your package directly. For international shipping, please email us at [sales@LoisGallo.com](mailto:sales@LoisGallo.com) if you have any questions about the calculations provided by the shopping cart system or should you need a quote.

#### **Returns:**

Your satisfaction is guaranteed. If for any reason you are not satisfied with your purchase, please contact us immediately. We will do whatever we can to assure your satisfaction, including replacement or refund. Items may be returned within a period of 10 days after you receive the merchandise and a refund will be made if the items are in re-salable condition.

Should a return be necessary, you will be given a Return Authorization Code prior to shipping the item back to us. Refund or adjustment, if necessary, will be to your credit card upon receipt of the returned item. Return shipping will be your responsibility unless the product is defective.

Returns should be sent to:

Lois Gallo Fine Art  
Attention: Retail Division – Shipping Dept.  
259 Expressway Court  
Virginia Beach, VA 23462

Fax: 253-648-0449

**Back Orders:**

Should there be an anticipated delay in shipping an item, or should the item be sold out, we will let you know the status immediately. We will discuss the options with you and agree together on an alternative product, or immediately credit your account with the amount that has been charged.

**Gift Shipping:**

If you would like the gift to be sent to a different address than the one your credit card is billed to, please indicate this in the shipping address area.

**Sales Tax:**

Virginia residents will be charged a 5% sales tax. No sales tax is charged for products shipped to other states or countries.

**NOTE:**

All artwork and photos on the site are copyrighted by Lois Gallo Fine Art and are protected by U.S. and international copyright to the full extent of the law.