



## Ordering

Whether you're a longtime fan of Joey's work or making your first purchase, we think you'll find shopping with International Fine Arts to be fun, fast and convenient.

## How to Place an Order

Place the product(s) you wish to order in your shopping cart by clicking on the "To Purchase" button located next to the product image. When you're ready to complete your order, click "Checkout" from within your cart and follow the instructions. You may also complete your order by calling us at 952-200-6990.

## Payment Options

We accept all major credit cards, including Visa, MasterCard, American Express, and Discover.

## Order Cancellations & Modifications

To cancel an order that has not yet shipped, have your order number available and contact our Customer Support Team at 952-200-6990. We are unable to process cancellations for items that have already shipped.

## Authenticity

Joey Freund will sign each Certificate. If you are not satisfied with the product you receive, you may return it within 30 days.

## Gift Certificates

Share the gift of original art with a Gift Certificate from Joey.

- Choose your gift amount: \$250.00 or more!
- Design the Gift Certificate and add a personal message
- We'll deliver it within hours (or on the date you choose)
- Gifts can be redeemed immediately
- Our 30-day satisfaction guarantee applies to all purchases, including Gift Certificates!

## Privacy & Security

We are committed to protecting your privacy. When you enter your credit card number on our order forms, we encrypt that information using secure socket layer technology (SSL) and we store your credit card number in encrypted form for a limited amount of time, and our employees do not have access to this information. We do not store PIN data or security codes.

Under no circumstances do we rent, trade or share your email address with any other company for their marketing purposes without your consent. We use your personal information for internal purposes such as processing and keeping you informed of your order. You may receive information from us about new features, new services and special offers we think you'll find valuable.

Most financial institutions will remove a pre-authorization hold from your account when the actual transaction amount is debited from your account or three to five business days after the pre-authorization request, whichever occurs sooner. Since policies vary between different financial institutions, we recommend that you contact your financial institution with any further questions about a pre-authorization.

## Shipping & Delivery

### Packaging

- Posters, photographs and art prints are rolled with thick paper to protect against dust before being packaged in corrugated triangular shipping containers. Framed items are covered securely and placed in adjustable corrugated inserts that lock the frame in position.

### Processing & Delivery

Standard delivery (*FREE SHIPPING*) 3-5 business days  
Expedited delivery (UPS Rates) 2-3 business days  
Overnight delivery (UPS Rates) 1 business day

#### *Please Note:*

- If you select Expedited or Overnight delivery for your order, you will receive priority processing which shortens the processing time by up to three days.
- Average transit times are based on orders shipping to addresses in the Continental United States.

### Tracking Your Order

You can quickly check your current order with your order number and email address. As soon as your art ships, we'll send you a confirmation email that includes a tracking number. Tracking is not provided for international standard shipments.

## How To Return Your Product

### Returns

If you don't love it, return it. Read on for details regarding our 100% satisfaction guarantee and for instructions on how to make a return.

### Return Policy

We are committed to quality products and your satisfaction is 100% guaranteed.

If for any reason you are not completely satisfied with your purchase, you may return it within 30 days of receipt and receive a full refund for the price of the product. Shipping charges will not be refunded.

### Regular Returns

We invite you to return your order for a full refund of the product cost (minus shipping charges) by following these simple steps:

1. Complete the Return Instructions form on the back of the packing slip included with your order.
2. Ship your item back to us in its original packaging and enclose your completed return request. We strongly encourage you to return the item via a trackable method.
3. We will typically issue your refund within 48-72 hours of receiving the package.

### Returns Address

International Fine Arts, LLC  
255 N. Washington Street, Studio 519  
Denver, Colorado 80203 U.S.A.

Joey

[www.joeyinternationalfinearts.com](http://www.joeyinternationalfinearts.com)

