

# Frequently Asked Questions

## Shipping, Packing, Customs, Insurance, Framing

### SHIPPING .....

#### **Which shipping company should I use?**

There are several shipping companies that you can use that can also pack your artworks for you, such as UPS, FedEx, DHL, or TNT. If you choose DHL or TNT we suggest that you oversee the packing to make sure they comply with our rules. When you contact any shipping company, make sure to have accurate measurements of your artworks ready (H x W X D). If possible, try to get a quote over email so the agreed upon amount is in writing. Please click the following link for a list of shipping companies by country. [Shipping Resources](#)

#### **How much will it cost?**

Click the following link if you would like to have an idea of the shipping cost: <http://worldfreightrates.com/en/freight> - These prices are estimates, for the most accurate information, ask a shipping company directly for a quote.

#### **Can I ship a crate?**

Crates can only be shipped with prior approval from the gallery. If you are planning to ship a crate you must have your artwork unpacked outside the gallery by your shipping carrier. We do not have the storage capacity for large crates at the gallery. We can send you a quote upon request.

Contact the Registrar for more information: [Registrar@Agora-Gallery.com](mailto:Registrar@Agora-Gallery.com)

#### **What is the cost to store crates?**

The cost to store crates in New York is about \$200 per month.

### INSURANCE .....

#### **Who is responsible for insuring?**

Please familiarize yourself with different shipping companies' policies regarding original works of art. This value is up to you and NOT related to the custom declared value. FedEx only insures up to \$1000 for shipment of artworks, DHL and TNT do not insure at all. We use UPS as they are very reliable and provide insurance. Whatever shipping company you choose they will usually handles the customs documentation as well.

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### PACKING .....

#### **How should I pack my works?**

You can learn how to pack your artwork properly and minimize the possibility of damage during shipment by viewing our "Packing Fine Artwork: A Tutorial by Agora Gallery" video at <http://www.agora-gallery.com/advice/how-to-safely-pack-your-paintings>

#### **I am shipping a tube, what is the best way pack rolled works?**

Please click here to read an article on how to roll your artwork for shipping:  
<http://www.agora-gallery.com/advice/blog/2015/08/04/shipping-artwork-roll-canvas-or-prints-2/>

### FRAMING .....

#### **Do you offer framing/ stretching services?**

Yes we do, if you are interested in receiving an estimate make sure to check the box on the exhibition form to request an estimate. If you have any questions contact: [Framing@agora-gallery.com](mailto:Framing@agora-gallery.com)

#### **Are there any directions to follow if I want to stretch/ frame the works myself?**

We recommend that you use a professional to stretch/frame your work. All the framing guidelines can be found on the exhibition information form.

#### **What if I don't wire my works?**

Please be advised that if the artwork is not wired, there will be a fee of \$25 per work for us to do the wiring.

### CUSTOMS .....

#### **What about customs?**

Customs requires certain documents in order to clear the shipment into the United States. As each country is different, it is important that you contact your shipping company and local government to make sure all paperwork requirements are met in advance. For an overview of what you may need, please feel free to check out this page: <http://agora-gallery.com/dashboard/information/customsAdvice2016.pdf>

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Usually the shipping company will handle customs, but always double check with them. If they are handling the forms, please ask them for copies of the paperwork and e-mail them to the Registrar. You should not pay customs fees if you include all the below documentation. Again, please check with your shipping company to make sure they are handling customs papers.

These are the documents that should be outside the box and available for customs to check:

- Commercial Invoice (3 Copies- 1 Original)
- Certificate of Origin (3 Copies)
- Shippers Export Declaration (3 Copies)
  - only if you will declare a value superior to \$2500 for your artworks.
- Statement of Art ( 1 copy )

### **What value should I declare?**

You will need to provide a declared value for customs purposes above \$1 USD. This value is for customs purposes only, it lets each country know the value of what is coming and going. This value is totally up to you. You should do your best to provide an accurate evaluation but in general the import of your artworks into the US is duty free. Unless you have sold a very similar artwork in the US in the past, you should just use the value that you are expected to see the piece sold for in your country, plus the cost of packing.

We hope that this information helps! If you have more questions, please e-mail our Registrar, [registrar@agora-gallery.com](mailto:registrar@agora-gallery.com)