

## **Return & Refund Policy**

Last updated: 31.05.2026

This Return & Refund Policy applies to Pangolin Gallery LLC (ID: 405853027), operating under the name “Pangolin Gallery” (“we”, “our”, “us”).

At Pangolin Gallery, each artwork is presented as a singular proposition — an object shaped by intention, context, and material presence. We encourage thoughtful consideration prior to acquisition, as the works we offer are not commodities in a conventional sense, but carefully selected pieces within a curated program.

Accordingly, all sales are considered final, except in the limited circumstances outlined below.

### **1. Finality of Sale**

All purchases are final.

We do not accept returns, exchanges, or cancellations based on:

- change of mind
- personal or aesthetic preference
- expectations beyond the information provided

Collectors are encouraged to review all available information and request additional details where necessary prior to completing a purchase.

### **2. Condition Upon Arrival**

Each artwork is carefully inspected and packaged prior to shipment.

If an artwork arrives in a damaged condition, or if an incorrect item has been delivered, you must notify us within 48 hours of confirmed delivery.

To initiate a review, please provide:

- clear photographs of the artwork
- documentation of the packaging condition
- a video record of the unboxing process, where possible

All original packaging must be retained during this process.

Due to the nature of art handling and logistics, claims submitted without sufficient documentation may not be accepted.

### **3. Shipping and Delivery**

Shipments are coordinated through trusted logistics partners, including Boxette Georgia.

While Pangolin Gallery carefully prepares and dispatches each artwork, delivery services are performed by independent third-party carriers.

Risk of loss or damage transfers to the buyer upon dispatch or handover to the shipping provider, unless otherwise required by applicable law.

Delays, damages, or losses occurring during transit are the responsibility of the shipping provider. However, we will reasonably assist in facilitating communication or claims where possible.

#### **4. Return Authorization**

Any return must be formally authorized in writing by Pangolin Gallery.

Works returned without prior authorization will not be accepted.

#### **5. Integrity of the Work**

Eligibility for a return is contingent upon the artwork being returned in its original state:

- free from damage, alteration, or wear
- accompanied by all original packaging and materials

The physical integrity of the work is essential. Any deviation from its original condition will void eligibility for a refund.

#### **6. Responsibility in Transit (Returns)**

Unless otherwise agreed:

- return shipping is arranged and covered by the collector
- responsibility for the artwork remains with the buyer until it is safely received by Pangolin Gallery

We strongly advise the use of insured and trackable shipping methods appropriate for fine art.

#### **7. Refund Structure**

If a return is approved and the artwork is received in acceptable condition:

- the refund will be issued following inspection
- original shipping costs are non-refundable
- all transaction and processing fees are non-refundable

#### **8. Payment Processing**

Payments are processed through independent third-party providers:

- Fiat payments via [keepz.me](https://keepz.me)
- Cryptocurrency payments via [CityPay.io](https://citypay.io)

These services operate under their own technical and security frameworks. By completing a transaction, you acknowledge that payment processing is performed externally by these providers.

## **9. Cryptocurrency Transactions**

Cryptocurrency payments are processed on decentralized blockchain networks and are inherently irreversible.

Where a refund is exceptionally granted:

- it is processed manually
- network and transaction fees are deducted
- the refunded amount may vary from the original purchase value due to market volatility

## **10. Fiat Transactions**

Fiat payments are processed through third-party financial infrastructure. Any transaction fees charged by payment providers are non-refundable.

## **11. Discretion**

Pangolin Gallery reserves the right to evaluate each request within the framework of this policy and to refuse returns that do not meet the stated conditions.

## **12. Contact**

For all inquiries related to returns:

Pangolin Gallery  
41 Ilia Chavchavadze Avenue, flat 38, 0179 Vake District, Tbilisi  
Country: Georgia  
art@pangolingallery.ge

By completing a purchase, you acknowledge that you have read and accepted this Return & Refund Policy and understand that certain services, including payment processing and logistics, are performed by independent third-party providers.