

Shipping & Delivery Policy

Last updated: 31.05.2026

At [Pangolin Gallery LLC](#) (ID: 405853027), operating as “Pangolin Gallery” (“we”, “our”, “us”), we take great care in preparing and delivering each artwork to collectors. Each piece is treated as a singular proposition, and shipping is coordinated to ensure it arrives safely and intact.

1. Shipping Partner

All shipments are handled through our trusted logistics partner, [Boxette Georgia](#).

Delivery is subject to the carrier’s operational procedures and terms. You may optionally review Boxette Georgia’s website here for general information on their services.

Please note: the carrier’s applicable terms and procedures may apply. You acknowledge that Pangolin Gallery is not responsible for the carrier’s delivery practices or liability beyond what is stated in this policy.

2. Processing & Dispatch

- Orders are carefully inspected, packaged, and prepared for shipment.
- Standard processing time is 3 (three) business days after payment confirmation.
- Collectors will receive a confirmation email with tracking information once the artwork has been dispatched.

3. Risk Transfer

Responsibility for the artwork transfers to the buyer upon handover to the logistics provider.

While we coordinate the shipment, Pangolin Gallery is not liable for:

- delays caused by the shipping provider
- damage or loss occurring during transit

We will, however, assist in facilitating any claims with the shipping provider if the artwork arrives damaged or lost.

4. Shipping Costs

Shipping costs are calculated based on the destination, size, and value of the artwork.

- All shipping fees are the responsibility of the buyer unless otherwise stated.
- International shipments may be subject to customs duties, import taxes, or additional fees, which are also the responsibility of the buyer.

5. Insurance

- We strongly recommend fully insured shipping for all artworks, especially high-value pieces.
- Insurance coverage during transit is optional and can be arranged through [Boxette Georgia](#) or another carrier, depending on your preference.

6. Delivery Issues

If an artwork is damaged, lost, or delayed:

1. Notify us immediately at art@pangolingallery.ge.
2. Provide photographs of the packaging and artwork (if damaged).
3. Retain all original packaging until the claim is resolved.

Claims will be reviewed in coordination with the shipping provider. Refunds or replacements are handled according to our Return & Refund Policy.

7. International Shipping

- We ship worldwide.
- Collectors are responsible for customs declarations, import duties, and taxes in their country.
- Estimated delivery times may vary based on location, carrier schedules, and customs clearance.

8. Contact

For all shipping inquiries:

[Pangolin Gallery LLC](#) (ID: 405853027)

Operating as “Pangolin Gallery”

art@pangolingallery.ge

Country: Georgia

By placing an order, you acknowledge that your shipment will be handled by a third-party logistics provider, that responsibility for the artwork transfers upon dispatch, and that the carrier’s own terms and procedures may apply.