

R O C K P O R T C E N T E R *for the* A R T S

SHIPPING POLICY:

Please Read Carefully to Avoid Extra Processing Charges

Also available at www.rockportartcenter.com/resources

GENERAL

Shipping artwork to and from Rockport Center for the Arts (RCA) is the **responsibility of the artist**, including appropriate insurance. YOUR PACKAGE MUST HAVE A PREPAID RETURN SHIPPING LABEL THAT INCLUDES A **BARCODE**.

If your package arrives and it does not have a return shipping label affixed to the outside of the package, or does not indicate "*Return Shipping Enclosed*," RCA WILL REFUSE YOUR SHIPMENT AND IT WILL BE RETURNED TO YOU.

CARRIER

RCA recommends UPS since they are familiar with return shipping procedures. FEDEX sometimes has a harder time with this procedure. FEDEX return **Airbills** usually have a barcode, and can be picked up by FEDEX. FEDEX **Ground** order forms *cannot* be picked up – RCA is charged to process FEDEX **Ground** Forms. If you do not have a BARCODE on your return shipping label, you will be assessed a \$50 return processing fee in addition to shipping costs.

Because extra processing requires additional time and costs for RCA, ANY PACKAGE THAT REQUIRES EXTRA PROCESSING WILL BE ASSESSED A \$50 HANDLING FEE.

This is in addition to any shipping costs required to get the package returned to you.

PACKAGE

Shipping packages must be reusable for return shipping. RCA recommends the use of **Strongbox** (found at <http://www.airfloatsys.com>) for 2D Artwork. They are durable, reusable and do not require cutting, excessive tape or similar materials that could damage the work during packaging and shipment. If you value your 2D work, this is the optimum method to ship it.

RCA is **not** responsible for re-packaging your work in its original box to your specifications. We repackage work with as much care as possible. If you have a specific packing scheme, you must provide a diagram with instructions for our staff to follow. The more complex your packing scheme is (various bubble wrap, packing peanuts, taped areas, Styrofoam, etc.) the greater the chance for error in repackaging, and the greater the need for clear instructions.

Shipping package and artworks must be labeled with artist's name and contact information. In order to avoid multiple addresses on your box, simply write "From/Return to" and include your name and address on a visible location on the box.

FREIGHT

RCA only accepts freight or oversized crates on a case-by-case basis. If your artwork is oversized or arriving by freight, all arrangements must be made by confirming details with the Visual Arts Director in advance. RCA will not sign any shipping documents on freight unless item is prepaid.

OTHER

RCA accepts PLEXIGLASS ONLY for all shipped work requiring glass. All 2D artwork must arrive READY TO HANG. A hanging wire must be properly attached to the framed work or canvas. No sawtooth hangers accepted. Any work that arrives damaged will be reported to the artist immediately. RCA is not responsible for shipped artwork that is left 30 days past the closing date of the show in which artwork was exhibited.

(Policy above applies to all artwork shipped to and from RCA unless otherwise noted and properly documented. For members, view detailed Members' Gallery Policies and Procedures on our Links and Resources page at www.rockportartcenter.com/resources.) Updated 06/2011