

Shipping FAQ's

How do I know Calloway Fine Art received my order?

You will get a confirmation screen upon completion of your order and an email confirmation as well.

Can I pick up the work in person?

Almost all artworks are available for local pickup. When checking out, select "Gallery Pickup" option and then give us a call or email to arrange a pickup time during our hours of operation, Tuesday to Saturday from 11:00 AM to 5:00 PM.

How will my order ship?

This website allows for shipping via UPS® or USPS. If you require any other method, please call us at 202-965-4601, Tuesday to Saturday from 11:00 AM to 5:00 PM Eastern. You can also email galler@allowayart.com.

Your package will be shipped in a cardboard box. The order items will ship flat in a sturdy, well-protected cardboard box. Our team works hard to ensure artworks are shipped according to our very high standards. Expect your artwork to arrive with plenty of support packaged in to make its journey as safe as possible as it travels from the gallery to your home.

When will my order ship?

Orders typically take 3-5 business days to be packed and prepared. Orders are then shipped based on shipping selection at check out. Transit time is not included in the lead times stated above because transit times vary so dramatically.

If you need an order to ship by, or arrive by, an specific date we urge you to contact us before or immediately after check out. We'll do our best to meet your request or attempt to reach you and advise the best we can do.

Can I track my order online?

You will receive an email from us with the package's tracking number once the order has been processed by a delivery service. The tracking number will allow you to track the progress of the shipment.

What do I do if my order doesn't arrive in the prescribed time frame?

Contact us at 202-965-4601 and we will gladly help you track the package for you.

How do I ship internationally?

International shipping is not available from our website but we can work with you to ship internationally. Please email us at galler@allowayart.com to inform us of the artwork, destination, and contact information.

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Can I return artwork?

No, all sales are final. If you are unsure about an artwork contact us at gallery@callowayart.com and we will be more than happy to provide you with additional information including but not limited to: videos, photos from different angles, and precise measurements.

What about oversized artwork?

We typically ship oversized artwork in a wooden crate. A \$300 oversized fee will apply at check out; however, due to the fluctuating prices of shipping large items, our team will contact you once your order is confirmed to coordinate timing and logistics. Additional shipping charges may occur if the purchased artwork is exceptionally large or heavy.

What do I do if a package arrives damaged?

To give you the best service, when you contact Calloway Fine Art about damaged packages, please make sure to document the damaged package with the carrier before accepting delivery. All packages are insured, but if damage occurs and it is not documented on delivery, the carrier has the ability to deny the claim.

Once you document the damage with the carrier, contact our team at 202-965-4601, Tuesday to Saturday from 11:00 AM to 5:00 PM Eastern, and we'll process your claim.

Below are helpful steps to follow directly after receiving your delivery.

If you are asked to sign for the delivery:

- Inspect the item before signing.
- If you find noticeable issues:
 - Note them in the shipping provider's official paperwork.
 - Keep all packaging and shipping documents.
 - Contact us as soon as possible (no later than 7 days post delivery); we'll ask for pictures that will help us assess the condition of the piece.

If the piece was left by the shipping provider:

- Inspect the item as soon as possible.
- If you find noticeable issues:
 - Keep all packaging and shipping documents.
 - Contact us as soon as possible (no later than 7 days post delivery); we'll ask for pictures that will help us assess the condition of the piece.