

Frequently Asked Questions

- Is this a genuine artwork?**
 - Which company do you use to deliver?**
 - Is postage included in the price?**
 - How are the paintings packaged for safe delivery?**
 - Are the paintings insured?**
 - Are the paintings framed or unframed?**
 - How do I buy an artwork from *geoart.com.au*?**
 - What forms of payment do you take?**
 - Can I have the painting delivered to me directly?**
 - Can I have a PO Box number as a contact address?**
 - How long does it take for delivery?**
 - How soon after I pay will I know that my painting is on its way?**
 - Can I track the progress of my painting on the internet?**
 - If I have a query how long will it take to get a reply?**
 - Do you have any recommendations for framing?**
-

Is this a genuine artwork?

Yes, John has been painting his unique bush landscapes and geological artworks in oils and polymer since his early university days in the 1940s. He has had numerous solo and joint exhibitions and his work is held in private and public galleries, both in Australia and overseas. His work captures the essence of the Australian bush through the eyes of an artist and that of a scientist. See the [Exhibitions](#) link for more information

Upon request we can also send you a photo of your painting on John's easel in his Brisbane studio.

Which company do you use to deliver?

We use [Australia Post](#) exclusively for safe, efficient and timely delivery of your painting to anywhere in Australia and overseas. Australia Post is audited regularly on delivery capacity and consistently delivers mail and parcels 98.2 % on time both within Australia and overseas.

Specifically we use [Australia Post's eparcels](#) service for parcels which enables you to keep track of the movement of your painting on the internet.

Is postage included in the price?

Yes, postage is included in the price. There are no extras to worry about.

How are the paintings packaged for safe delivery?

We use art gallery quality bubble wrap and high impact cardboard sleeves for all paintings.

Are the paintings insured?

Yes, insurance is included in the sale price.

Are the paintings framed or unframed?

Almost all paintings are unframed. A few are framed and this is indicated on the details page for the painting.

How do I buy an artwork from *geoart.com.au* ?

Click on any painting icon in the **Paintings** web page; this will open up another web page with the large image of the artwork you have clicked on. The page will have a ➔ **BUY NOW** section on the page where you can elect to either purchase via **PayPal** (Visa/MasterCard) or via **Direct Bank Transfer** facility (for more information please see section below *What forms of payment do you take?*).

Before advising us that you wish to purchase please access the [FAQ](#) link: there will be a link from the “buy” page to it. If you are happy with the information (or have other queries) please email us from the **Contact Us** page stating to whom and where you want the painting to be delivered to; and any other information that may be of use to us in processing your purchase.

When we receive the email stating that you want to **BUY** an artwork we will put a **For Sale** icon on the item. If we do not receive payment within five (5) working days the item will be re-listed for sale.

Once you email us with your intention to purchase you will receive a reply within 24 hrs advising we have received your email and that the painting you requested is now SOLD. When you have received this information we will wait for payment via **PayPal** or by **Direct Bank Transfer** to a nominated CBA Account (see below for account details).

Once we have received payment an email will be sent to you to advise that we have received the payment and that your artwork is being packaged for delivery. Once the consignment is received into the Australia Post **eparcels** system we will send you a tracking code so that you can track your consignment on the internet.

What forms of payment do you take?

We use two:

1 **PAYPAL** (the world-renowned secure internet payment system - used by [e-Bay](#)). **PAYPAL** also accepts **VISA** and **MasterCard** credit card payments

PLEASE NOTE: To see how much Australian dollars equate to in your currency use the [Universal Currency Converter](#) web site or up to date exchange rates from your bank.

2 Direct Bank Transfer.

We use the [Commonwealth Bank of Australia](#) (CBA). CBA is Australia’s largest bank with one of the highest security ratings for internet banking in the world.

- ❖ **BSB: 219210**
- ❖ **Account No: 10145159**

Can I have the painting delivered to me directly?

Yes, the cost of the painting includes person-to-person delivery.

What if I am not home to receive the artwork?

If you are not home to receive your artwork your local post office will leave a card advising you that they are holding it for you. Please take the card and proof of identity (Photo ID) to the post office to pick it up.

- Can I have a PO Box number as a contact address?**
No; only genuine street and business addresses can be used for delivery as Australia Post eparcels always attempts to deliver directly to the customer.

- How long does it take for delivery?**

Location		Average Time
Within Australia		Minimum of 1 week from final payment - normally around 4 days for delivery.
International (depending on location)	USA & Canada	Minimum of 1 week from final payment
	Europe	Minimum of 1 week from final payment
	South America	Minimum of 1 week from final payment
	North Asia	Minimum of 1 week from final payment

- How soon after I pay will I know that my painting is on its way?**
Once we have received payment we will notify you by **email** and start the delivery process. Please note the delivery times for different parts of the world in the *How long does it take for delivery* section.
- Can I track the progress of my painting on the internet?**
Yes, you can: we will notify you of the internet tracking code for your shipment. You can see where your shipment is up to by going onto the Australia Post web site and putting in your tracking code.
- If I have a query how long will it take to get a reply?**
You will get a reply from geoart.com.au within **24 hours** of sending your email.
- Do you have any recommendations for framing?**
Choosing a frame is highly subjective. However in general we would recommend a relatively plain frame so that the strong colours in the artworks are not detracted from. To get an idea of how John's works might be framed have a look at the pictures below.