

Terms of Use & Sale

art.globalpainters.net | Version: 4 September 2026

Applies to orders placed on or after publication of this version.

1. Scope, seller and contact

These terms cover the use of art.globalpainters.net and the purchase of original artworks presented through AGOP exhibition projects. They do not govern artist membership or exhibition participation fees.

Your sale contract is with **Värvikaru OÜ** (the "Seller", "we", "us"). The Seller is responsible for the sale, fulfilment, refunds and complaints. AGOP MTÜ operates the website and organises the exhibitions.

Seller: Värvikaru OÜ

Estonian registry code: 12815776

Contact and return address: Nooruse 4-4, Loksa, 74805, Estonia

Email: agop@globalpainters.net

2. Artwork information

The artwork page describes the author, medium, dimensions, year, condition and framing, and states what documentation is included. Please check these details before ordering. Framing and display accessories are included only when stated. Minor differences caused by screen settings do not excuse a material discrepancy from the agreed description.

3. Orders and payment

Prices are in euros (EUR) and include any applicable taxes charged by the Seller. We accept **bank cards, PayPal and bank transfer**. Follow the payment instructions at checkout or on the invoice; never send card details by email.

The full price, delivery charge or agreed delivery quote, and delivery schedule must be disclosed before you place a binding order. Any optional paid service requires your express agreement. For bank transfers, dispatch depends on receipt of payment.

An order is your offer to buy. The contract is concluded when we confirm acceptance by email or accept payment, whichever occurs first. A message that only acknowledges receipt of an order is not acceptance. If a work is unavailable or an error prevents acceptance, we will notify you promptly and return any payment received. Once a contract exists, cancellation is governed by its terms and applicable law; we do not have an unrestricted right to cancel.

Delivery & exhibition works

4. Dispatch within 5 working days

For an artwork that is not currently on exhibition, we hand the work to the carrier within **5 working days after receipt of full payment**.

A work purchased during an exhibition remains on display until the published exhibition closing date, unless we expressly agree otherwise with you. We dispatch it within **5 working days after the exhibition ends**, provided full payment has been received. If payment arrives later, the 5-working-day period starts on receipt of payment.

Working days are Monday to Friday, excluding Estonian public holidays. Dispatch means handover to the carrier; it is not the date the artwork arrives.

The applicable exhibition closing date and delivery schedule must be made clear before purchase and included in the order confirmation. Any delivery period longer than the normal statutory period must be expressly agreed before the contract is concluded. The withdrawal period for goods begins on receipt of the artwork, not on the exhibition closing date.

5. Delivery arrangements, delays and customs

Shipping costs and estimated transit times depend on the artwork, its location and the destination. These details are shown at checkout or provided in a written quote before purchase. The work may be dispatched by its artist or a fulfilment partner; Värvikaru OÜ remains the Seller responsible to you.

For consumer orders, delivery must occur without undue delay and no later than 30 days after the contract is concluded, unless a different period has been expressly agreed beforehand. We will inform you of delays. Your rights to allow an additional reasonable delivery period, end the contract when the legal conditions are met, and receive a refund remain unaffected.

Import duties, import taxes and customs clearance charges in the destination country may be payable by the buyer, depending on the shipment origin and destination. Their possible application must be explained before purchase. Taxes already collected as part of the order must not be charged again by us.

6. Loss or damage during delivery

For consumer purchases, the Seller bears the risk until you, or a person you designate other than the carrier, take physical possession of the work. If you independently appoint a carrier that we did not offer, the special legal rule for a buyer-appointed carrier may apply.

Report apparent loss or damage promptly to agop@globalpainters.net. Keep the packaging and provide photographs if reasonably possible. These help us investigate; an unpacking video is not a condition of your statutory rights. Failure to report damage within 48 or 72 hours does not automatically remove those rights.

Withdrawal & returns

7. Your 14-day withdrawal period

For existing artworks bought through this website, we accept notice of withdrawal within **14 days after you, or a person you designate other than the carrier, receive the work**. You do not need to give a reason. You may also withdraw before delivery. For one order delivered in separate shipments, the applicable statutory rules determine the start of the period, normally on receipt of the last item.

To withdraw, send a clear statement identifying you and the order to **agop@globalpainters.net** or to Värvikaru OÜ at the address below. You may use the optional form at the end of this document. Use of a particular form and our prior approval are not required. Sending the notice within the withdrawal period is sufficient.

8. Returning the artwork

Send the work back without undue delay and within **14 days after notifying us of withdrawal**. The deadline is met if you send it before that period expires. We can help with practical packing and collection instructions, but contacting us for instructions is not an additional condition of withdrawal.

Return recipient: Värvikaru OÜ

Return address: Nooruse 4-4, Loksa, 74805, Estonia

Contact: agop@globalpainters.net

For a change-of-mind return, you pay the direct return shipping costs, provided this was disclosed before purchase. If the work cannot normally be returned by post, the required return-cost information must be provided before purchase. For a defective, damaged or incorrectly supplied work, the Seller pays the necessary costs of the statutory remedy.

You may inspect the work as you would in a shop. Subject to applicable law, you may be liable for diminished value caused by handling beyond what is necessary to establish its nature, characteristics and condition. Opening the parcel does not remove your withdrawal right.

Pack the work securely and return its supplied accessories and documents, including its certificate if one was included. Reuse the original packaging if suitable. Possession of the original packaging is not a condition of statutory withdrawal.

9. Personalised or commissioned works

The statutory withdrawal exception for goods made to the buyer's specifications or clearly personalised applies only when the work actually meets that exception. We must explain any applicable exception before the contract is concluded. **An existing original artwork is not excluded merely because it is unique.** Your rights concerning defects remain unaffected.

Refunds & your rights

10. Refunds after withdrawal

We reimburse the payments due without undue delay and within **14 days after receiving your withdrawal notice**. Unless we have offered to collect the work, we may withhold reimbursement until we receive it back or you provide evidence of having sent it back, whichever happens first.

The refund includes the least expensive standard delivery option we offered for the order. Extra costs for a more expensive service you selected do not have to be reimbursed. We use the original payment method unless you expressly agree otherwise, without a refund fee. Payment-provider processing time does not replace our legal deadline to issue the refund.

11. Defects and complaints

Consumer buyers retain their statutory rights for goods that do not conform to the contract, including the applicable two-year period under Estonian consumer sales law. Depending on the circumstances and the law, remedies may include repair, replacement, a price reduction or termination with a refund. The work's uniqueness does not remove these rights. The Seller bears the necessary costs of a statutory remedy.

Send complaints to agop@globalpainters.net with your order number, the issue and your requested remedy, plus evidence where available. We respond to written consumer complaints within **15 days**. If a complaint cannot be resolved within that time, we explain the reason and give a proposed response date as required by law.

12. Authenticity and intellectual property

Artworks described as originals must be original works by the stated artist. The listing specifies any authenticity documentation supplied. Buying a physical work does not transfer copyright or reproduction rights unless separately agreed in writing with the rights holder. No future market value or investment return is guaranteed.

13. Disputes and mandatory protection

Please contact us first so we can try to resolve the issue. Eligible consumers may apply to the Estonian Consumer Disputes Committee if a dispute remains unresolved. See ttja.ee/en/submission-statement for information. Access to a court remains available.

Estonian law governs these terms without depriving consumers of mandatory protection applicable in their country of habitual residence. Court jurisdiction follows applicable law. These terms do not require consumers to use Estonian courts where they are entitled to bring proceedings elsewhere.

Nothing here excludes liability or remedies where prohibited by mandatory law. Events beyond our control do not remove statutory cancellation or refund rights.

14. Changes to these terms

The version provided when your contract was concluded applies to that order. Later updates apply to future contracts after publication and do not retrospectively reduce your existing rights.

Optional withdrawal form

Complete and send this form only if you wish to withdraw from your purchase. You can also send any other clear statement of withdrawal.

To: Värvikaru OÜ

Nooruse 4-4, Loksa, 74805, Estonia

Email: agop@globalpainters.net

I/We hereby give notice that I/We withdraw from my/our contract of sale of the following artwork(s):

Artwork title(s) and artist(s):

Order number, if available: _____

Date ordered: _____ Date received: _____

Name of buyer(s): _____

Address of buyer(s):

Email address: _____

Date of notice: _____

Signature of buyer(s), only if this form is sent on paper:

Delete "I" or "We" as appropriate. Send the notice within the withdrawal period. A handwritten signature is not required for a notice sent by email. You do not need our permission to exercise your right of withdrawal.