

How to Buy

1. - Virtual shopping cart:

Easy on-line shopping: Click on the button PURCHASE at the right of the product(s) you selected and enter the number of units you wish to buy. Click the on button SHOPPING CART to visualize your purchase(s). Finally click on the button CONFIRM and complete the form with your data. In addition to your electronic decision, we will contact you for confirmation. Make sure that your data are true and correct.

2.-Shopping by e-mail:

E-mail ventas@arslatino.com detailing the item(s) you wish to buy and we shall contact you in order to complete the information.

3. - By telephone/fax:

You may fax your order at any time to (562) 234 9134, or by telephone (562) 234 9850 or (562) 234 9847 from Monday through Friday, between 9:00 and 18:00 o'clock (Chilean time zone).

How to Pay:

Easy! Chose any of the following ways:

1. - Check or cash on delivery

Only eligible in case of purchases in Santiago de Chile.

2. - Bank deposit

Deposit your payment directly into the bank account N° 88100790-00 at Banco de Chile, on the name of Portal del Arte S.A. Your purchase(s) will be dispatched immediately after reception of proof of the deposit, by fax of your deposit slip to (562) 234 9134, or by e-mail of the scanned

deposit slip.

3.- Credit card

Either coordinate your purchase(s) by credit card via e-mail (ventas@arslatino.com or coordinacion@arslatino.com

)
or

directly by PayPal. For consults phone (56 2) 234 9850 / (56 2) 234 9847.

Purchase Return Policy

If after the reception of your purchase, (proof of which is your signature of the Courier slip), you are not satisfied and wish to return the delivered product(s), please notify your resolution within a maximum period of forty-eight hours via phone (562) 234 9850 or e-mail ventas@arslatino.com . Your signature of the reception slip proves that your order has been received undamaged. Shipping costs will not be refunded, unless Arslatino incurred in error as regards your purchase.

Delivery time

We operate with the transportation and delivery company TNT. In consequence, delivery time will depend from the respective delivery zone. We specify delivery times immediately after the reception of the purchase order. Our www.arslatino.com commitment is to reach our clients within 15 workdays. Kindly notify us in case you wish to appoint an alternative transport means.

Is there another payment means instead of credit cards?

Yes. Please look up other alternatives. Our site operates with the internationally renowned secure PayPal system.

How will my order be delivered?

Your order will be delivered at your residence or any other site of your choice, safely packed according to the characteristics of the product(s) to be transferred. A Certificate of Authenticity also accompanies each item.

Can I trace my order online?

Yes, because we operate with TNT. A consignment number, the date of shipment, and other traceable TNT data will accompany your order.

How safe are my personal data?

Your personal data are securely and exclusively stored in our own system and restricted to our own use.

Will I be informed that my purchase order has been received?

You will receive an acknowledgement e-mail containing all data regarding your order.

What shall I do if the delivered products do not correspond to my purchase order, there are missing ones, or product(s) are damaged?

It is very important that the delivered merchandise be checked before you sign the reception slip. Once you signed the Courier's reception slip and see that you are not satisfied, you must return the product notifying us about your decision within 48 hours after its reception by telephone (562) 234 9850 or e-mail ventas@arslatino.com. Your signature of the reception slip certifies that the product has been received undamaged. Shipping costs are not refundable, except Arslatino has incurred an error as regards your purchase.

How can I ascertain the authenticity of a product?

arlatino.com never publishes an uncertified product. We work directly with the artists and editors whose Authenticity Certificate we enclose.

What covers our prices?

Our prices cover the product itself with its packing, its shipping costs, as well as the corresponding order expenses. The buyer must pay any other charges levied by the country of destination (duties). Our prices are quoted in Chilean pesos and US dollars.

Have another question?

Post your question(s) and ventas@arlatino.com will answer you.

end faq

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