



glass-maker • sculptor • woodworker

1.819.322.7799  
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nicolamainville.com

## PURCHASE PROCEDURE

### INITIAL CONTACT

Thank you for your interest in my work. If you would like to purchase a piece, please contact me by email at [nicolamainville@yahoo.com](mailto:nicolamainville@yahoo.com) and provide me the following contact information:

- Title of the piece you are interested in
- Name and given name
- Company name (if applicable)
- Full mailing address
- Email
- Phone number

These contact information are required to calculate the shipping fee and are required by the shipping agent (international sales).

### SHIPPING FEES

The shipping fees will vary depending on the weight of the parcel and its destination. With your complete address, I can provide you by email the exact shipping fees related to the chosen piece.

### PAYMENT

I will send you an invoice via [Paypal](#). The total amount includes:

- Price of the piece
- Applicable taxes
- Insurances in case of loss (may vary depending on the shipper)
- Shipping fees submitted and accepted by the buyer

### INTERNATIONAL SALES

International sales are made under the Incoterm DAP (Delivery at Place). This means that I take full responsibility for the parcel until it reaches your country. After that, to pick up the piece, the buyer must pay the following fees:

- Applicable custom duty
- Applicable taxes

If you wish to know these fees in advance, I can provide you with the necessary information, such as the HS Code affiliated with the chosen instrument. You can then contact your customs and they will inform you of the fees.

### PACKAGING

All of my instruments are carefully packaged to avoid any breaking during the shipment. However, should a piece break during the shipment, I would replace it as soon as possible.



### QUESTIONS

If you have any question, please contact me by email at [nicolamainville@yahoo.com](mailto:nicolamainville@yahoo.com).