

# OWNERS MANUAL

ELEPHANT LOVE

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HANDMADE



HAND PAINTED

International and specialized freight shipping may be available upon request.

Questions about shipping a particular sculpture? Contact us — we're happy to assist before your purchase.

## SHIPPING & DELIVERY

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Every sculpture is carefully packaged and fully insured during transit to ensure it arrives safely.

### IN-STOCK ARTWORK

Ships within 1–5 business days, with typical U.S. delivery within 3–7 business days after dispatch.

### CUSTOM ARTWORK

Small and medium sculptures typically require approximately 4 weeks for production. Large and outdoor sculptures may require approximately 5–6 weeks.

### LARGE-SCALE SCULPTURES

Oversized artworks may require specialized packaging, crating, or freight delivery. Our team will coordinate the appropriate shipping method based on the artwork and destination.

### RETURNS & TRANSIT PROTECTION

Eligible artworks may be returned within 30 days in their original condition and packaging. Any transit damage must be reported within 24 hours of delivery with photos or video.

## CLEANING & CARE

- Clean the sculpture with a dry cloth.
- Do not use any strong chemicals or cleaners.
- To keep your sculpture shiny and looking like new, apply a small amount of car polish with a soft cloth and gently buff the surface.