Shipping Policy

Ken Duncan prints and products can be shipped all over the world. Our shipping charges include full insurance for your complete protection and peace of mind. All retail product will be despatched within 3-5 days of receipt of your order via Australia Post.

Small Limited Edition Prints and retail product prices shown **DO NOT** include freight. Freight charges, where applicable, will be automatically added to your total once the shipping details have been completed during the checkout process.

All Limited Edition Prints (30 inch and over) are freight inclusive and are delivered via courier within Australia or via Fedex for overseas orders.

Please ensure you enter the correct delivery address as goods which are returned to us as undeliverable will incur a re-dispatch fee. Freight charges paid for the original dispatch are not refundable.

Please note: Once an order has been produced and shipped - cancellations will incur a fee of up to 100% of payments made.

The utmost care is taken with the packing all of our internet, phone and mail orders. Sometimes however, accidents or errors may occur. Notification of faulty, damaged, incorrect or missing products must be received by our Sales Department within 48 hours of your parcel being deliverd. Should your delivery contain a damaged or faulty item, we will provide instructions on how to return goods in an appropriate manner. These details can be obtained either by telephone on (02) 4367 6777 or by email at sales@kenduncan.com

All products are priced in Australian dollars.