

## Step by step description of the purchase process

In general:

Transparency is important to kukutana, the entire process is documented and proven

### The first step

- Write an email to [wuensch@kukutana.net](mailto:wuensch@kukutana.net) indicating which work you are interested in
- kukutana will reply, but please give us up to one week to do so
- with the answer the work in question will be reserved for you until you have come to a positive conclusion with the artist or you withdraw from your request
  - please inform kukutana about the respective result in any case

### The second step

- now the artist is informed
  - this person determines the price, type and route of transportation
    - if required, this person(s) will determine the framing (yes/no) which determines the freight route (rolled without frame, air freight / with frame, sea transport?) and thus the cost
- We agree on freight, packaging and insurance (e.g.: rolled in a sturdy plastic container, by air freight DHL, insured as ... - rolled, not framed artwork / or: framed (already framed / still to be framed by the artists\*).
- kukutana shares the total cost / final price
- You confirm the amount.

### The third step

- The mail confirmation of the purchase price represents the binding order
- You transfer the amount to the account of kukutana (GLS Bank | for: Heinz-Ulrich Wunsch | BAN: DE13 4306 0967 1217 0429 00 | BIC, SWFT: GENODEM1GLS)

- Once the amount is received by kukutana, the artist will be notified
- The artwork will be sent by the artist with a proof of shipment (about the registration of the package and a photo of it)
- Kukutana retains the purchase amount until the buyer has received the artwork
- As soon as the artwork has reached the buyer, this will be documented and confirmed by a photo of the buyer
- The amount of the purchase price will be transferred by kukutana to the account of the artist
  - PayPal (this is the cheapest - no cost - and easiest way, which is in Euro or US dollars).
  - WorldRemit (cheaper than a bank account)
  - Bank account (usually very costly, exchange rate problem and high fees for both sides).
- The buyer receives a certificate of authenticity and ownership of the artwork from the artist

#### Other

- Before shipment, the buyer can withdraw from the purchase.

*Berlin, June 2022*