



Insurance Overview

General

ARTA Shipping offers “All Risk” insurance for objects during handling and transportation arranged by ARTA. Insurance covers the total shipment value and shipping charges paid, excluding duties and taxes paid to customs. Insurance must be booked prior to collection.

The current rate for insurance provided via API integration is 1% of the total shipment value with a \$5.00 minimum. The shipment value is calculated by totaling each of the object values provided on the request. Changes to this calculation will be shared prior to release.

ARTA may decline insurance in the following instances, including but not limited to:

1. Packaging (existing or booked) must comply with ARTA’s minimum requirements. If alternative packing is requested by a client ARTA will decline insurance or provide a Hold Harmless agreement outlining revised liabilities.
2. Requested modifications to the framing, mounting or folding of an artwork. This includes but is not limited to, removing items from frames, folding stretchers and re-hinging works.
3. Damaged or unstable objects or materials that might worsen in transit.

ARTA insurance does not cover loss or damage caused by or resulting from:

- Natural ageing, gradual deterioration, inherent defect, rust or oxidation, moth or vermin, warping or shrinkage.
- Directly or indirectly by acts of conflict and natural disasters; force majeure.
- By or resulting from confiscation, nationalization, requisition or destruction of or damage to property by or under the order of any government or public or local authority.
- Loss or damage that occurs while on site at a convention center or fairground when not in possession of ARTA contracted carriers.

If insurance is booked and ARTA cannot insure due to the unstable condition of an object at collection, an inspection will be performed and documentation will be immediately provided to the client. ARTA will include options for next steps. Shipments will be held pending approval or cancellation.

If ARTA Insurance is declined, ARTA’s liability for loss/damage to objects during any contracted services is limited as described in [Terms](#) and [Standards](#) as a maximum of \$50 per shipment or \$0.60 per pound.

Certificates of insurance are not provided automatically. ARTA can provide one upon request, which can take 1 - 2 business days to produce.



Conditioning

All objects, insured or not, are subject to inspection during transit, which may require unpacking and repacking. The inspection may be performed at the origin location or at a facility with ample clean space and materials for repacking.

Inspections can either be Condition Checks or Condition Reports, depending on value, object type and media - or upon client request. Both options result in a written document.

ARTA Condition Checks include:

- Handwritten notes of significant conditions, visible while handling the object.
- 2 - 3 images of the object.
- Notes may be on the Bill of Lading or a separate document signed by the handler on site.

ARTA Condition Reports include:

- Description of condition of object, with or without conditions, including a detailed inspection for conditions such as blemishes, discoloration or scratches.
- 5 - 10 images of the object.
- Description and images with annotations are typically shared as a PDF.

ARTA Parcel Condition Check

ARTA Shipping, Inc.
115 West 29th Street, 11th Floor
New York, New York, 10001, USA
www.shiparta.com

Parcel Condition Report

Incoming Packing Condition, if applicable:

If the work is packed, please unpack and inspect for the following

Is the work framed?

☐ No ☐ Yes, framed under plexi ☐ Yes, framed under glass

Is the *frame* damaged due to

☐ Water
☐ Abraded/Worn
☐ Cracked
☐ Scratched

Is the *artwork* damaged due to

☐ Water
☐ Abraded/Worn
☐ Cracked
☐ Scratched

☐ Bent/Folded/Creased
☐ Stained
☐ Buckled/Lifted Areas

Out-going Packing Condition:

☐ Crated ☐ Slipcase (w/ cardboard) ☐ _____

Please include an image of the work. If there is noticeable damage, please provide detailed images.

Signature: _____

Date: _____



Filing a claim

In the event an object arrives damaged or is lost, ARTA will process the claim. All communications should be directed to your Account Manager and **claims@shipARTA.com**.

1. Your ARTA Account Manager should be notified.

- a. Claims need to be reported within 7 days of scheduled delivery. Later reports are subject to approval.
- b. Claims are filed per shipment. Each object is subject to claim approval.

2. ARTA requires a description of the claim.

- a. For damages, we require 3 - 5 images of the object.
 - i. If available, images of the packaging is requested.
 - ii. Images should be in focus and display the condition.
- b. For lost objects, all information is already on hand to start the investigation, but there may be additional information or questions for the recipient.
- c. All objects should be kept in the state and location they arrived until the claim is resolved.

3. ARTA will share options to resolve the claim.

- a. ARTA will evaluate potential resolutions and propose solutions to the client.
 - i. This typically includes restoration or reimbursement.
 - ii. For high value goods an adjuster may need to see or retrieve the object(s).
- b. ARTA accepts client submitted restoration quotes.
 - i. The client will submit a formal estimate for approval.
 - ii. Condition images and seller condition notes are both used to assess condition at release.
- c. For loss, ARTA will begin an investigation.
 - i. Investigations are carried out by carriers and take roughly 2 weeks.

4. ARTA will reimburse the client via check or wire transfer.

- a. If restored, after restoration is complete.
 - i. ARTA will need the final invoice and proof of payment.
 - ii. Any discrepancy in cost between the quote and invoice is subject to review.
- b. For the total shipment value.
 - i. After approval by ARTA Insurance underwriter.
- c. For loss, after the courier has closed their case.
- d. Payment processing can take up to 2 weeks.
- e. Tracking information will be provided once the payment is sent.