



Welcome to Celadon Art

For over 35 years, celadon art has been providing innovative imagery and exceptional quality framed artwork to the design trade. Continuously updated, our line captures the ever-changing trends and styles of today's interior decor industry.

General Information

- Celadon is a Canadian company staffed with Canadian artists
- 80% of the line is created by in house artists
- Printing, glass cutting, frame construction and hand embellishment is all done in house
- All products are made to order lead times are currently 4-6 weeks
- All products are priced in Canadian dollars
- Opening order amount is \$500
- There is an under minimum charge of \$50 for any order under \$1500
- Rush fees are 25% upcharge on the order value
- On orders under \$1500 the full invoice amount plus taxes and freight is due at order entry
- Cancellations are subject to a 25% restocking fee
- We cannot add to existing orders
- Locking hardware is available for \$7.50 per frame

Freight

- Freight quotes are provided on under minimum orders
- Celadon can not ship to the US for Canadian accounts. Please request weights and dimensions at time of ordering and indicate that US shipments will be picked up by your carrier in the order notes. We recommend using freightcom.com for US bound orders
- The warehouse address for pick ups is: 3345 North Service Road, Burlington, Ontario, L7N 3G2
- Additional charges apply for the following freight services: delivery appointment, lift gate, residential delivery, and inside delivery
- You may arrange your own pick up but the order must be collected within five days of receiving notification that your order is ready

Drop Shipping

- If your order cannot be delivered to the consumer storage fees will accrue
- There is a extra packaging fee added to each residential delivery. Celadon calls this a "drop shipping fee" these fees are as follows:
 - Small – 16x20" and under – \$15.00 each
 - Large – 21" to 40" – \$25.00 each
 - Oversize 41" + – \$40.00 each

Contact Us

Tanya Kennedy

tanya.jksales@gmail.com

250-808-4136

Service

customerservice@celadonart.com

905-335-6444

On the Web

jaykaysales.ca

celadonart.com

Get Social

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Frame Changes

- Not all prints are suitable for all frames and we do need to reach out to our design team to confirm
- Celadon does not have frame samples at this time
- Upcharges as follows:
 - Small: Up to 16"x20": \$50 (320 square inches and under)
 - Large: 21"x40": \$75 (Between 321- 840 square inches)
 - Oversize 41" and larger: \$100 (Above 841 square inches)

How to Order

- To open an account visit www.celadonart.com/register.com and complete the online form. Please email tanya when you do this so it can be followed up with
- Orders can be placed by emailing tanya.jksales@gmail.com or by placing them online

Consumer Friendly Log In

- Logging into www.celadonart.com and using the following credentials will give you access to a consumer friendly website where no pricing is displayed
 - Username: Guest200
 - Password: Celadon*200*arT
- It is important to not reset the password if you lose access. Please reach out to me directly if you experience any difficulty logging in.

Claims & Resolutions

- Photos and a description of damage along with the SKU number affected accompanied by the invoice or sales order number can be emailed to tanya.jksales@gmail.com. Please include desired resolution: credit or replacement
- Do not send claims directly to Celadon unless I am CC'd
- Expect up to two weeks for a response

Important Contact Information

- customer service: customerservice@celadonart.com
- order desk/freight quote requests: orderdesk@celadonart.com
- claims: claims@celadonart.com
- accounts receivable: ar@celadonart.com
- ALWAYS CC ME ON ALL CORRESPONDENCE