

Terms & Conditions of Purchase

Agreement:

By purchasing any items from www.colourpencilportraits.co.uk or by ordering a pet portrait commission from **colour pencil portraits by claire mills (CPP)** you, the buyer, agree to all the terms detailed below.

Payment:

Pet portrait commissions will be accepted with a 30% deposit for them to be added to the order book. This secures your place and the price of your portrait will be 'frozen' for up to 12 months. If you fail to provide a suitable reference image or return to CPP to arrange and finalise your portrait – you will then be charged at the current price list.

Once you have approved the final portrait, you will need to pay the outstanding balance. You can do this in full or in instalments, but the portrait will not be delivered until all balances have been fully paid and cleared. Prints, gift certificates, greetings cards and non-commissioned artwork must be paid for in full at the time of ordering. All orders must be paid for using Paypal or BACs. Local orders can be paid for with cash on collection.

Import Tax and Duties:

If an international delivery incurs any import tax or duties you are responsible for these payments. CPP is not responsible for any additional charges which may occur.

Exchange Rates:

Payment for non-UK currency purchases will be processed via Paypal. Exchange rates will be calculated by Paypal during payment.

Money Back Guarantee:

For pet portrait commissions, you have a 14-day cooling off period in which you may cancel your order and receive your deposit back in full. After this period, a cancellation fee will be taken from your deposit to cover administration costs, mock ups etc.

Portrait Price:

Pet portraits prices are as per the current published portrait price list on the CPP website. You will be provided with a full quote at the time of placing your order.

Portrait Gift Certificates:

Certificates have a 1 year expiry date from purchase but are redeemed at the rates at the time of surrender. Pet portraits gift certificates are not exchangeable for cash but can be put towards a higher priced portrait commission provided the difference is paid.

Time Scale:

An anticipated date of completion will be given to you at the time of ordering. Whilst every effort will be made to meet this, it should not be regarded as an absolute guarantee. CPP allows about 2-4 weeks to complete each one, as an assortment of commissions are being worked on at any one time. If you need your commission for a specific date, please state this at the time of placing your order and CPP will work hard to accommodate this.

Postage:

Portraits will be sent mounted but unframed (unless agreed previously), flat packed within foam board sheets and wrapped in corrugated card and bubble wrap. All orders are sent insured to the value and with tracking to ensure a safe and timely delivery.

colour pencil portraits

by claire mills

Amendments:

You will be sent regular updates during the portrait process and will be able to make suggestions and request alterations which will be carried out at no extra charge. However, if these alterations deviate from the original agreed commission an additional charge may be made. No amendments will be made once the portrait has been approved and dispatched.

Satisfaction Guarantee:

When the portrait is complete you will be emailed a final version to approve. If you are not happy with the finished portrait and CPP cannot resolve the issue with the artwork, you will not be required to make full payment and the portrait will remain the property of CPP for either disposal, exhibit or portfolio. Due to the nature of custom commissions once the finished portrait has been approved by you and shipped, no refunds will be made.

Finished Artwork Copyright

CPP retains all copyright of the finished artwork. The finished artwork may be used by you for display and personal enjoyment only. No prints or copies shall be made, or profit gained in any way, from the finished artwork by you, without the express written permission of the artist.

CPP retains the right to use the image for advertising artistic services, through printed adverts (e.g. flyers) and digital/social media (e.g. website, Facebook, Instagram)

CPP retains the right to use the image on printed products (e.g. greetings cards, prints and other merchandise) where appropriate and with permission from you.