



TERMS AND CONDITIONS // GENERAL INFORMATION

Disclaimer:

Colours can appear slightly different on screens (computer or mobile) rather than in real life. I will always include images that are as true to the colour as possible, but occasionally colours may be ever so slightly off in hue or vibrancy. I can only go by what my screens are showing me!

Deposit:

Deposits are required for commission work at my own discretion and will be 50% of the total price. I will inform you if one needs to be paid. Once the deposit has been settled by partially paying the invoice, I can begin colour studies and planning of the piece. Deposits are non-refundable.

Payment:

Payments are made via a PayPal invoice. This needs to be paid in full before shipping takes place.

For commissions, payment is not due until the commission is complete and ready to be shipped (unless there is a deposit to be paid but this will be discussed).

Delivery:

Artworks are shipped 2-3 working days after full payment has been received, with an estimated delivery time of 3-5 working days (UK). International shipping may take longer. Large pieces will be shipped rolled in a postal tube; I do not provide mounts for these pieces. For commissions, please allow 1 week after payment has been made for shipping.

Please bear in mind that I am one person who does everything for my small business, and sometimes life gets in the way. If you are requiring the piece of art before a specific date, just get in touch with me. I promise I'm very friendly and will accommodate where I can!

UK shipping is free up until a package weighs 1kg. After this it is charged according to weight, based on Royal Mail current prices.

Returns & exchanges:

Under normal circumstances, I do not accept returns, exchanges or cancellations. However, if anything out of the ordinary was to happen during delivery, please get in touch with me via email to discuss what can be done and if a refund can be processed.

Commission pieces and deposits for them are non-refundable. This is because once a commission has been arranged, I will begin to order supplies needed and plan out the process. PayPal invoices are sent to secure the deposit and to act as a written agreement that you are accepting the terms of the commission.

Customs and import taxes:

Buyers are responsible for any customs and import taxes that may apply. I am not responsible for delays due to customs. This is particularly important for customers buying from the EU since the UK has left. This is a complicated time, and I urge you to look into custom fees before purchasing. Since it is so new, I am still learning about these fees and taxes and will help wherever I can.

Commissions:

All artworks created are unique, even when creating something in a similar style to my previous work they will never be 100% the same. This is the magic of alcohol inks; your piece will be unlike any others!

My time scale for commission completion is 4-6 weeks after the colour studies have been approved or after a certain timescale if I already have previous commissions in my books. However, since I want to create the best piece for you it can sometimes take longer than this. I will inform you if I think this is the case.

Colour Studies:

For commission pieces, I create small colour studies with the chosen colour palette to make sure the inks work well together. If a certain style or composition is already decided, I will also do this on a small scale if possible, again to make sure everything works well together. I will send you updates of these studies for you to confirm you are happy. Once you are, I can begin the actual commission. If a colour palette is chosen based on colours combinations I have done previously, then no study will be created.