

# Terms & Conditions\_ Customised order

## Copyright

The artist retains full copyright of all created artwork, including **mock-ups and prints**. This means I have the right to produce prints, calendars, and other reproductions using the image of the artwork.

For commissioned portraits, I reserve the right to display them in my **online gallery, website, and social media pages**. If a client wishes to keep their commissioned artwork **private**, they must notify me **before work begins**.

## Payment

To commission a portrait, **full payment** is required before work commences.

I accept the following payment methods:

- **International Payments** – PayPal or Credit Cards via a PayPal invoice
- **Canadian Payments** – Bank transfer

Most artworks are shipped **within 3-5 business days** after completion. Please note that I work on a **first-come, first-served basis**, and wait times can be up to **1 months**. Contact me to confirm whether your portrait can be completed by your required deadline.

## Shipping

All orders are shipped securely **with tracking** to the address provided. If the portrait is a **gift**, it can be shipped directly to the recipient. Please specify the **correct shipping address** when placing the order.

## Cancellations & Refunds

Clients may cancel their order **within 7 days** of their first payment and receive a **full refund**. Cancellations must be made via **email**, and the client will lose their spot on my waiting list.

After **7 days**, payments are **non-refundable** to compensate for loss of business, administrative time, mock-ups, and payment processing fees.

If work has **already commenced** on the portrait, all payments will be **retained** to cover time, materials, and effort spent on the artwork.

If you encounter any issues with your order, please contact me, and I will do my best to resolve the problem. I value **customer satisfaction and excellent service**.

## Changes & Rejection of the Finished Portrait

Once a portrait is completed and **approved**, clients have **7 days** to request **minor changes**.

If the artwork requires **physical alterations**, the client must **cover return shipping costs** both ways.

## Gift Vouchers

Gift vouchers are valid for **24 months** from the date of purchase and can be redeemed against any **commission or item for sale** in my online shop. Gift vouchers **cannot be refunded or exchanged for cash**.

## Damage in Transit

I take great care in packaging my portraits to prevent damage. However, in the rare case that damage occurs during **shipping**, please send a **photo of the damaged artwork immediately**.

Depending on the severity of the damage, the artwork must be **returned** to me, and a **new portrait will be created at no additional cost**. The replacement portrait will be added to my client waiting list.

## **Lead Time**

I often have a **waiting list**, and completion times vary depending on the season and the number of booked commissions. I will provide an **estimated completion date** upon inquiry.

For time-sensitive requests (e.g., **birthday gifts**), I will do my best to accommodate your deadline.

## **Privacy Policy**

All client details and transactions are kept **confidential**. Personal data will never be shared with third parties.