



MAKERS OF FINE ART

Terms and Conditions

Payment Terms – When placing an order for a commissioned original artwork, a non-refundable 50% deposit is required on each painting. Payment in full is required on completion of the artwork, or prior to posting if that is the agreed means of delivery. All artwork remains the property of ‘Bowland Atelier’ until paid for in full.

Deposits are non-refundable, unless the artist is unable to start the commission. If the client cancels the work, the deposit will not be refunded, but otherwise it will be treated as part payment of the price.

Fees - Fees are as per current price list. For non-standard commissions, ‘Bowland Atelier’ will supply the client with a quote. Quotes will be valid for 6 months from date of issue.

Photographs - Client's photographs must be approved by ‘Bowland Atelier’ before the order is confirmed. ‘Bowland Atelier’ has the right to refuse commissions if it is believed the photographs are not of a sufficient quality. If clients wish to use photographs taken by another party, the onus is upon the client to obtain permission from the copyright holder and provide proof of this at the time of ordering.

Time Scale - An anticipated date of completion will be given at the time of ordering. Whilst every effort will be made to meet this, it should not be regarded as an absolute guarantee. Clients will be advised of any delay at the earliest opportunity. ‘Bowland Atelier’ will not be held liable for delays in completion due to reasons beyond our control.

Delivery - Delivery will be made in person wherever possible. Otherwise artwork will be sent by Royal Mail Special Delivery, or FedEx for international deliveries, and will be covered against loss or damage whilst in transit. The delivery date will be agreed by both parties in advance. In the unlikely event that artwork is damaged in transit, it must be returned in its original packaging, upon which it will be repaired/replaced as appropriate.

Adjustments - Customer satisfaction is very important and ‘reasonable’ adjustments to finished artwork will be carried out free of charge. Where unforeseen adjustments are requested, or any that deviate from the agreed commission, there will be a time-based additional charge of £50 per hour.

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‘Bowland Atelier’ is a trade name of C J Artists Ltd.

Client Satisfaction Guarantee - If the client does not wish to keep the artwork even after alterations have been made, 'Bowland Atelier' will refund their payment less the 50% non-refundable deposit and any additional postage costs upon return of the artwork. In order to comply with this guarantee 'Bowland Atelier' must be notified within 48 hours of receipt of the artwork of this intention, and the artwork must be returned undamaged within 7 days.

Copyright – Reproduction and publishing rights for all artwork and commissioned photographic images remain with 'Bowland Atelier'. Images must not be copied, reproduced or published in any form without express written permission. The client agrees that commissioned images may be used by 'Bowland Atelier' for promotional purposes including social media, prints for sale or any other purpose.

Privacy Policy - Details supplied by clients will not be passed to any third party.

Gift Vouchers - Vouchers expire 12 months from validation date (date of issue) and are not redeemable for cash, but may be used for an artwork of higher value on payment of the difference.