



Terms and Conditions

The customer agrees to and is bound by the following terms and conditions:

Wholesale orders

Wholesale orders of Pets2sketch artwork on merchandise will be charged at a set price. Please email pets2sketch@gmail.com for a quote.

Charges for bespoke portraits for wholesale items are as follows:

Digital Portrait (simple image with or without text) - £100

Pastel Portrait - £250

Wholesale discount - if a customer places an order for over 100 items (to include mugs, coasters, jars or cards) within 3 months of purchasing a bespoke portrait, then 20% of the portrait cost will be refunded.

Timescales

Approximate turnaround times will be discussed and agreed. Depending on the amount of items required the printing process can take from 2 – 4 weeks, any alternative timings can be discussed but quicker processing may incur a fee.

Sample items will be sent to the customer to ensure satisfaction with the items, one amendment can be made without charge, any further amendments will incur a fee. Once the sample items have been approved there will be no further changes.

Each item will be quality checked before being packaged.

Payment

Payment can be made by PayPal to pets2sketch@gmail.com, by bank transfer or in cash by arrangement. Payment for wholesale items is required in advance to enable purchase of the items which are then handprinted.

A deposit of £50 for digital portraits and £150 for pastel portraits is required in advance. Payments can be made by PayPal to pets2sketch@gmail.com, by bank transfer or in cash by arrangement. On completion of the portrait the remaining payment is required in full, this payment must be made within 14 days.

Payments are non-refundable unless Pets2sketch is not able to complete the portrait or is unable to despatch the merchandise.

Dispatch and delivery

A target date will be agreed. The customer will be notified when the product has been dispatched. From this point, the length of time it takes to arrive is no longer Pets2sketch's responsibility. The finished work will be sent with tracking. Suitable protective packing will be used to protect items and artwork.

Copyright

Pets2sketch retains the copyright of the artwork, and has the right to use an image of the work for portfolios, advertising, websites, merchandise and social media. The customer does not have the right to sell copies of the work in any way without permission from the artist.

Pet Portrait Commissions

Product description and photograph rights

Unless agreed otherwise in advance the artwork will be sent unmounted and unframed. Commissions will be based on a photograph provided by the customer. Pets2sketch has the right to decline the commission request if the customer is unable to provide a good quality photograph. The photograph provided must be the customers own photograph or they must have obtained permission from the owner of the photograph prior to sending this to the artist. Permission must also be obtained if the photograph was taken by a professional photographer.

Payment terms

Deposit payments can be made by PayPal to pets2sketch@gmail.com, bank transfer or in cash by arrangement. On completion of the portrait the remaining payment is required in full, this payment must be made within 14 days. This payment is non-refundable unless the artist is not able to complete the portrait.

Timescales

Approximate turnaround times will be discussed and agreed before starting the commission. The customer will be notified when and how the product has been dispatched. From this point, Pets2sketch is no longer responsible for the length of delivery time.

Dispatch and delivery

A target date will be agreed. The customer will be notified when the product has been dispatched. From this point, the length of time it takes to arrive is no longer the artist's responsibility. The finished work will be sent with tracking. Suitable protective packing will be used to protect items and artwork.

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