

Terms & Conditions

By purchasing any items from this website or by ordering a commissioned portrait, you the buyer agree to all the terms detailed below. No permission is given by Clare Parkes in respect of the reproduction of any images or other material on this website or commissioned work. Should you wish to use an image, please contact the artist. All Rights Reserved.

- RETURNS AND EXCHANGES

Clare Parkes Fine Art offers a full refund on all bought goods you may be dissatisfied with, excluding commissioned portraits once approved. Unsuitable or defective items may be returned for refund or exchange providing they are received within 14 days of the original delivery date in a brand new, unused condition and in the original undamaged packaging. This must be accompanied with a note stating your name, address, email, contact telephone number, order number, and full reason for the return. Please also state whether you require a refund or replacement. The final decision regarding the refund is at Clare Parkes' discretion. Any issues at all, please don't hesitate to contact Clare Parkes directly.

All refunds are made to the credit/debit card used to make the original purchase unless otherwise notified. Refunds will be received within 30 days of the agreement to refund. If you have requested a replacement with a lower value than the returned goods, a refund for the difference will be credited back to the card used to pay for the original order. You will be notified as soon as the refund has been processed.

If you have requested replacements of a higher value, the difference due will be charged to the card used to pay for the original order.

When payment is cleared, and the refund has been processed, you will be notified via email regarding the expected time scale for your account to be refunded. If the goods are not found to be defective, you will need to pay for the cost of returning the goods. Proof of posting will be required should an item be lost in transit. Neither refunds nor replacements can be made until such proof is provided. It is strongly recommended you get a Proof of Postage receipt from the Post Office or a receipt from your courier when you return an item.

- **WEBSITE IMAGES**

Clare Parkes retains copyright on all artwork produced and reserves the right to photographed drawings for Clare Parkes' own promotional material, for example as part of the website or on social media.

- **GUARANTEE & AMENDMENTS**

If you do not approve the finished portrait, you are not required to make any further payment and the portrait will remain property to Clare Parkes. Due to the nature of custom commissions, once the finished portrait has been approved by the client and shipped, no refunds will be made.

The client is able to make suggestions to a portrait from photographs, which will be carried out at no extra charge, however, if these alterations deviate from the original commission an additional charge may be made to the client. No amendments will be made once the portrait has been approved.

- **DELIVERY & POSTAGE**

All commissioned portraits will be carefully packaged in a box with a stamped, dated, and signed Certificate of Authenticity. All orders will be shipped with Royal Mail tracked postage and will arrive within 1-2 working days (please make exceptions around Christmas time). All international orders will be shipped with International Tracked.

If the item is a gift, it can be shipped directly to the recipient. Please indicate the address at the time of the order. Most items are shipped within 3-5 business days from portrait completion.

All portraits are packaged to a very high standard, so in the unlikely event your portrait gets damaged in transit please photograph the packaging and portrait and email clareparkesportraits@gmail.com immediately. The portrait is to be returned to Clare

Parkes in its original packaging at the client's cost, both ways. Once received, another identical portrait will be created, at no additional cost. The lead time will depend on Clare Parkes' waiting list at the time of the return.

- **TIME SCALE**

An estimated date of portrait completion will be given at the time of booking. Whilst every effort will be made to meet this, it should not be regarded as an absolute guarantee. Once your portrait is started, it will be completed within roughly 7-14 days. If you wish to have your custom portrait completed in time for a specific date, please contact Clare Parkes as soon as possible, although it can't be guaranteed.

- **VAT, IMPORT TAX & DUTIES**

If a delivery incurs any import tax, VAT, or duties the customer or client is solely responsible for these payments. Clare Parkes cannot be held responsible for any additional charges which may occur.

- **EXCHANGE RATES**

Any currency converter used is for estimation and information only. Exchange rates will be calculated either by PayPal or as per the current exchange rates during the time of payment. Clare Parkes cannot be held responsible for currency rate changes.

- **PORTRAIT PRICES**

Portrait prices are as per the current price list on my website. If prices have increased since the client commissioned a portrait and paid the deposit, the prices will stay as previous, for said client.

- **CANCELLATIONS**

For a client to secure a place for a commissioned portrait, they must pay a non-refundable £20 deposit via PayPal or bank transfer. If the client chooses to cancel the commissioned portrait before Clare Parkes has started it, then the £20 deposit will be retained by Clare Parkes. If the client wishes to cancel once the portrait has been started, there will be no refunds and the £20 deposit will be retained by Clare Parkes.

- **PAYMENT**

Portrait commissions will be accepted with a £20 non-refundable deposit, to secure a place on the waiting list. The remaining payment can be made via PayPal or bank transfer once the portrait is completed and approved by the client. The client will need to pay the outstanding balance in full before the portrait is dispatched. The client can choose to pay in instalments if they wish to do so, however the portrait will not be dispatched until the full payment has been made. Prints must be paid for in full at the time of ordering.