

Terms & Conditions - Rosie Norman Fine Art

These apply to any purchase between a customer and Rosie Norman Fine Art

By paying part or all of the price, you agree to these terms and conditions.

All work displayed on social media channels, and www.rosienormanfineart.co.uk are protected under copyright law and copyright lies with the artist unless a license has been sold for any individual pieces.

Art prints, greetings cards and other products may be produced from the work Rosie produces, whether this be a commission or an original. Rosie will always contact you beforehand if this is the case with your commission. You have the right to opt out of this during booking.

PAYMENTS:

Payments are taken via secure channels. Paypal, credit & debit cards, gift cards, bank transfer, klarna and cash.

Rosie may take an initial payment to secure the commission, and then the final payment is due before a commission is started.

There is the option to pay monthly and this must be done via the online store- if using this method, it is Klarna who deals with the payments- Not us. Any payment issues etc will need to be dealt with by klarna. Commissioned work paid for via klarna, PayPal pay in 3 or 0% cannot be refunded or cancelled.

The initial payment and all payments thereafter are non refundable unless Rosie herself cancels your order or commission.

All original art is offered with 2 payment options, pay in full, or using the online pay monthly with klarna or PayPal.

For more details on Pay Monthly Plans, please contact Rosie directly via email or her social media pages.

Flexibility on cost is something that is important to Rosie, we will try to help where possible however please remember that this is a business. Payment plans are welcome at all times, and must be cleared and paid in full before the delivery of any artwork.

Declined payments, declined cards, cancelled direct debits will be followed up promptly, work cannot be left unpaid.

COMMISSIONS & PAYMENTS:

Rosie works on a first come first served basis so please be aware there may be a waiting list. This can be anything from 1 month-1year.

You can contact us at any time to see the waiting list times, and where you are on the list. If you require the art for a deadline, please contact Rosie BEFORE purchasing any items so we can see if this is possible. No dates or ETAs are guaranteed.

Paintings & drawings can take several weeks to complete depending on its size and complexity.

Peak time of year runs from October-end of December for Christmas, early booking for this time of year is essential. Rosie will endeavour to complete your portrait by your deadline but cannot guarantee the drawing will be completed in time.

When she is ready to start your artwork, she will send you an email letting you know it is your turn. You can get in contact at any time.

REFERENCE PHOTOS FOR COMMISSIONS:

In order to produce the very best possible artwork especially when it comes to pets, high resolution photos are essential (there are exceptions for the unfortunate cases where a pet is no longer here, but please be aware this will produce a lesser detailed portrait). Rosie needs to be able to zoom into your photo without it becoming blurry and pixelated, a good way to judge this is we need to be able to see the individual hairs, and the direction, eyelashes if possible. Please take photos of your pet using a camera if possible, however most newer phones come with very good cameras now. It may be possible for Rosie to take the photos herself, however this will incur an extra charge (free within 15 miles of NN12 and MK45 postcodes).

Any photographs you wish Rosie to work from must have the permission from the photographer before she begins the Artwork. Rosie has the right to request for proof of this in the form of written consent or a contract and reserves the right to decline any work where this cannot be done.

Please email Rosie for photo help at any time, we are happy to help!

TIME SCALES:

Rosie takes on a limited amount of portraits a year. We can provide a very rough estimate for a start/completion date. However, whilst every effort will be made to meet this date there is no guarantee. Unless you have received this in writing in an email from Rosie herself.

Originals are packaged as soon as they are ready, Rosie will email you all details upon purchase as this can vary due to exhibitions, varnishing, framing, and many more reasons.

CANCELLATIONS/RETURNS:

Cancellation must occur before the work begins. Your non refundable initial payment will be kept. Any monthly payments from the payment plan will also be kept, however this is up to Rosie herself and she may refund part of the costs depending on the individual circumstances.

There is always the option to postpone starting your artwork, or changing the size to lower the balance, however this CANNOT be done when you are using a payment plan. Please note if delayed, the prices may increase and if so, new prices apply. Rosie is happy to help where possible, so please get in touch before cancelling as we do all we can to help. Quoted works are only valid for 6 months, after which new prices apply.

Commissioned artwork cannot be returned- please email Rosie with any queries within 14 working days of receiving your artwork if you are not satisfied.

DELIVERY & DAMAGED ART:

It is the customer's responsibility to check the package once delivered for damage BEFORE signing for and opening it as this may invalidate a claim should the item be found damaged after signing. Please have a look round the parcel and check for damage before opening, take photos of anything that does not look right.

Rosie's work is packaged to a very high standard. On the rare occasion that your order is lost or damaged during transit, please contact us immediately so we can resolve the issue quickly. Please take photos! All customers are provided with a tracking number once posted. Rosie also photographs each parcel before handing it over to the courier/delivery service and keeps all receipts & proof of postage.

Should you receive your item damaged in any way, immediately inform Rosie within 24 hours of receiving the damaged parcel. This is very important as some delivery services operate on a timed basis for any claims. KEEP THE ORIGINAL PACKAGING and take photos of all damage clearly to use as evidence. If you do not supply sufficient details and photos, we cannot guarantee the claim will be successful. All artworks sent off by Rosie are incredibly well packaged. Using many layers of both recycled and non recycled materials. Loss or damages caused by the delivery company is the responsibility of the delivery company itself and bears no representation on Rosie.

Rosie will always do all she can to reimburse any costs (subject to postage claim) or recreate the artwork where possible. Sometimes repairs can be made which is a reasonable and acceptable solution should this happen. None of the above can be

guaranteed - due to the nature of this any damage and loss is dealt with on a case by case basis. Any repairs/recreations will be re scheduled back into Rosies diary which can be full for quite a while so new lead times will apply.

DELIVERY:

Worldwide delivery available using reputable shipping companies and cover. If you are from outside the UK, please contact us with your shipping address for custom quote. Some commissions and items in the store already include postage within the UK so please check the individual listings. Collection & local delivery is available.

COPYRIGHT:

The copyright of the art is retained by the artist- Rosie Norman and may be displayed on Rosie's website and social media sites for promotional purposes. Any photographs you wish Rosie to work from for custom art must have the permission from the photographer before she begins the Artwork, Rosie will require proof of authority from the photographer directly either via email or via a contract. Without this Rosie reserves the right to refuse to use the photographs.

The art work may not be reproduced under any circumstances without prior agreement from Rosie, prints are available of your commission from us. Any unauthorised reproductions or uses of the artwork are in violation of copyright law and this will be taken seriously. Licensing is available for select works for a fee- please email studio@rosienormanfineart.co.uk if you wish to enquire.

We may choose to upload stages of the work on social media. However, we will refrain from doing this if you make it clear on the commission form or via message and email that it is a surprise gift or if you are uncomfortable having your pet portrait displayed to the public (please contact us if this is the case). Most work is stayed under wraps near Christmas as most if not all work are gifts.

Rosie has the right to sell, reproduce or keep any artwork that is not paid for in full by the requested time, and the copyright for the art still belongs to Rosie Norman Fine Art after any sale regardless of where the physical artwork is and who it is owned by.

To gain full copyright of your purchased commission or original, please email studio@rosienormanfineart.co.uk for a quote.

The terms "we, us" is a representation of Rosie and Rosie Norman Fine Art as a whole.

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