

TERMS & CONDITIONS

CUSTOMER CARE

No permission is given by Esme Griffiths in respect of the reproduction of any images or other material on this website. I own the copyright of all of my drawings, even those of sold and commissioned original drawings and prints. I hold the right to reproduce any drawings to create prints, greetings cards and for advertising purposes. Please do not reproduce any drawings without permission. Should you wish to use an image, please contact the artist. ALL RIGHTS RESERVED.

When booking an original drawing, a non-refundable 50% deposit is needed to secure your portrait. Until the deposit is paid the portrait will not be deemed as received and will not be added to the waiting list.

When the deposit has been made and work has commenced on the drawing, the client will be kept up to date throughout the process. When the drawing has been completed, a digital copy will be sent to the client. Minor changes can be discussed and made to the drawing - coloured pencil is an unforgiving medium, once it is on the page it can not be removed, therefore at this stage only small tweaks can be made.

Once the digital copy of the drawing has been approved by the client, an invoice will be sent via email and the rest of the remaining balance must be paid in full within 7 days, unless agreed otherwise. The remaining balance must be paid before the completed drawing is posted/given to the customer.

From the agreed booking slot, for a single portrait please allow a minimum of 4-6 weeks for it to be drawn plus any extra time if you are wanting it to be mounted and/or framed. Please be aware that this is a guideline, and it could be completed sooner or take slightly longer - the larger and more complex the commission (eg if its a double or group portrait) the longer it will take to complete. I will keep you updated with the progress throughout.

When the order has been officially placed, I will confirm an estimated delivery date. I will do my best to complete commissions as quickly as I can, however please bear in mind that drawing with coloured pencils is a time consuming practice - I do not want to rush any drawings as I want to complete portraits to the highest quality I can. Where possible please try to give me as much notice as you can and I will do my best to accommodate any special requests.

I often have a client waiting list and lead time will depend on the time of year and number of other portraits booked in my calendar.

I will provide an estimated completion date upon your enquiry. For specific dates (e.g. for a birthday/christmas) please allow plenty of time and I will try my best to accommodate any special requests. In addition to this, please factor in extra time if you would like any bespoke framing - allow approximately 1-2 weeks for mounting and 3-4 weeks for framing, however this may vary depending on the time of year.

Due to the bespoke nature of framing - any framing costs must be paid in full before it is sent to the Fine Art Framers.

Commissioned orders will be shipped via Royal Mail Signed For 1st Class Delivery for orders in the UK. World wide shipping available - commissions ordered outside the UK will be sent via a different service depending on location.

The portraits and prints are packaged very well, however in the unlikely event that damage occurs during transit, please inform me and send a photo of the damaged artwork immediately. The damaged artwork must be returned to me and a new portrait will be drawn at no extra cost. The new portrait will be added to my client waiting list - I will try to do my best to complete the new portrait as quickly as possible, however this may depend on my commission list.

Shop orders: I make every effort to ensure that the images displayed on my website are as accurate as possible, however, we cannot guarantee an exact match to the product displayed on your screen due to individual screen and colour differences.

Prices: The price you pay will be specified in the checkout facility on the website. Prices for goods do not include postage which will be added to the items at the checkout.

RETURNS

Unfortunately refunds for original portraits are not accepted as you are accepting that I am an artist and will do my best to draw your animal to the best of my ability, using your photographs as references. Please see my gallery and social media for examples of my work.

Shop orders: I offer a full refund on all goods you may be dissatisfied with. Unsuitable or defective items may be returned for refund or exchange providing they are received within 14 day of the original delivery date in unused, brand new and in the original undamaged packaging. This must then be accompanied with a note stating your details (name, address, email, contact telephone number) the order number and full reason for the return. Please could you also make sure to state whether you require a replacement or refund. The final decision regarding the refund is at my discretion.

When payment is cleared, I shall process your refund and notify you via email regarding the expected exchange time scale as soon as your request has been processed.

If the returned goods are not found to be defective, you will need to pay for the cost of returning the goods.

It is strongly recommended you get a Certificate of Posting from the Post Office or a receipt from your carrier when you return an item - Proof of posting will be required should an item be lost in transit. Neither replacements or refunds can be made until proof has been provided.

All refunds are made to the credit/debit card used to make the original purchase unless otherwise notified. Refunds will then be given 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.