

Esme Griffiths Art Terms and Conditions

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.

A non-refundable 25% 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 scan is 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. 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 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 through out. 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.

Unfortunately refunds 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.

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.

Thank you for your interest!