

TERMS AND CONDITIONS

This website is owned and operated by Kirstie Anstee. These terms set forth the terms and conditions under which you may use my website and services I offer.

By accessing or using the website of my service, you approve that you have read, understood, and agree to be bound by these terms. This website offers visitors original artwork.

Payment Terms for Original Artwork Commissions

A 20% deposit is paid before I will start the drawing, and an invoice sent via email upon receipt. The remaining payment (including postage which will be confirmed via email) must be paid upon completion of the drawing and before it is sent to you. A further invoice will be sent via email. If you would like the drawing to be framed by the framers I use, this will be quoted for separately on completion of the drawing, and added to the final invoice.

Payment Terms for Graphic Design Work

I will always provide a written quote and will request that this is accepted in writing before starting work.

I reserve the right to alter the price if too many changes have been requested within the price and time allowed for the work, but I will always notify you if I believe this is likely to happen and will not undertake any more work before you have understood and accepted the changes in cost and timescale.

Timescale

Pet Portraits and Original Art

Depending on how busy I am, I should have your drawing completed within 4 to 6 weeks of receiving the photograph you wish me to work from. I will discuss this with you at the time of ordering.

As I work alone I reserve the right to extend deadlines/timescales due to illness or emergency. I will notify you of this where possible.

Graphic Design

I will give you a time frame when I send your quote. I will always aim to complete work to the deadline you provide.

As I work alone I reserve the right to extend deadlines/

timescales due to illness or emergency. I will notify you of this where possible.

If alterations to original art are required

I will send a photograph (which will be watermarked) of the finished artwork for your approval. If any changes are needed they will be done at this stage, until you are happy with your picture, but as my work is priced very reasonably, I reserve the right to refuse to make significant changes free of charge if I believe too much time will be involved. If you require changes to your drawing after you have received it, you must contact me within 7 days of receipt. The drawing must be returned at your cost in its original packaging.

If your drawing is damaged in transit, please photograph the packaging immediately and return it to me in the original packaging (at your cost), and I will redo the portrait at no further cost. The time it takes to complete the drawing will be dependent on the other commissions I have at the time.

Copyright

All images on this website remain the copyright of Kirstie Anstee. All artwork on this website is protected by copyright law and must not be used, copied or downloaded without the permission of the artist.

I retain copyright on all my drawings, photographs and designs, and maintain the right to use my artwork on my website and in my promotional material.

This website contains material, which could include, but is not limited to, the design, layout, images and graphics, and this is owned by or licensed to me.

Reproduction is not permitted unless by prior agreement with me, as above

Retention of right to change offering

I may, without prior notice, change the services; stop providing the services or any features of the services I offer; or create limits for the services. I may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.

TERMS AND CONDITIONS

Returns policy for greetings cards and fine art prints only (original art is exempt from being returned)

I have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unused and in its original packaging.

To arrange a return, please contact me at athello@kirstieanstee.co.uk and I will send you instructions on how and where to send your package.

If your item arrives damaged

Please inspect your order as soon as you receive it and contact me immediately if the item is defective, damaged or if you receive the wrong item, so that I can evaluate the issue and resolve it.

Exchanges

Please contact me to arrange an exchange. You will need to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

I will notify you once I have received and inspected your return, and let you know if the refund was approved or not. If approved, you will be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since I approved your return, please contact me at hello@kirstieanstee.co.uk.