



Payment and refund policy

1. Payment Terms

- Due to the nature of the pet portrait being a custom-made, bespoke product, full upfront payment is required to secure your commission and initiate the creative process.
- Once a commission has been confirmed an invoice will be issued which outlines the contract for production of the pet portrait (please see Commission contract which outlines the details of the agreement).
- Payments are accepted via bank transfer.
- Once payment is received, your commission will be scheduled, and work will begin according to the agreed timeline.

2. Nature of the pet portrait

- All commissioned portraits are custom-made, bespoke, original artworks created specifically for each client.
- Due to their bespoke nature, each piece is unique and non-replicable.

3. Refund Policy

- Due to the nature of the pet portrait being a custom-made, bespoke product, cancellation for refund of your order is only possible prior to the commencement of the portrait. **No refunds** will be issued once work has commenced, except in the case of damage during delivery.
- Once the process of creating your bespoke pet-portrait has begun, cancellation for refund is not possible. **Cancellation can only be made within 48 hours of payment.**
- If your portrait arrives damaged or faulty, please contact me within 7 days of receipt with clear photographs of the damage and the packaging.
- If the damage is confirmed, you will be offered:
 - A full refund, or
 - A replacement portrait (subject to availability and timeline), at no additional cost.



4. Postage and package

- All artworks are carefully packaged to ensure safe delivery.
- Tracking information will be provided upon dispatch.
- The artist is not responsible for delays caused by postal or courier services.

5. Client Responsibility

- It is the client's responsibility to provide accurate reference materials in the form of digital photos. If the client has specific requirements for the pet portrait they must provide clear instructions when commissioning and before work begins. Otherwise, the artist will use their own artistic ability and creative skill to portray the pet in the portrait.
- Once the artwork is completed, no revisions or alterations can be made.