

# Terms and Conditions

Artist Kate Marr

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## Commissions - The Artwork

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**Style:** Please visit Kate Marr's website at [www.katemarr.com](http://www.katemarr.com) to view her shop and examples of her artistic style. Please be aware that she needs to be able to creatively complete artwork in her style which is always evolving.

**Mock Up:** Kate can provide you with a sketch or photo of the proposed composition prior to commencing the commission, so enabling you to highlight any required adjustments.

**Progress:** Kate will keep you informed as the commission progresses.

**Finale:** In person or via email, a photo of the finished artwork will be sent to you to confirm it is complete. Kate is also happy to make a few small changes until you are delighted with it.

**Copyright:** Please make sure you own the copyright of, or have permission to use, any photos you supply to Kate as she does not take responsibility for any copyright infringement. Kate does retain the artwork copyright and the right to use photos of it for marketing and commercial purposes, and will check with you beforehand if you are happy for her to do this. Please contact her if you would like to print copies of your artwork commercially.

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## Payments

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**How to Pay:** Kate accepts payment by cash, credit or debit card, or via bank transfer. All payments need to have been made and cleared prior to collection or posting. Kate cannot accept cheques for international payments. Some international transactions may incur an extra charge or tax.

**Commission Deposits:** A 50% deposit is required prior to work commencing on the artwork. This deposit covers materials and art preparation time and is non-refundable. The remaining 50% is payable upon completion of the project and prior to the supply of the original artwork to the customer.

**No Refunds:** All paintings and products are non-refundable, but please let Kate know if you have a problem with anything.

**Postage:** Items can be collected from Bournemouth, UK. If you are local then artwork can be delivered to you for a small fee. If your artwork needs to be posted further afield it will be well packaged and insured. Usually parcels are tracked, though due to covid 19 companies are no longer taking signatures at the point of delivery. However it is the sole responsibility of the customer to ensure that someone is available to take a delivery and to check the delivery has not been damaged before accepting it. Please note that compensation is refused by postal companies if you do not inform them of an issue at the point of delivery. Some international countries may also add on taxes, and in this unlikely event any such costs incurred will be the sole responsibility of the customer.

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## Privacy Policy

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Kate is committed to ensuring that your privacy is protected. Whilst she will need to take certain personal details such as contact and delivery information she will never pass this information onto any third party (except for the needs of product delivery) or do anything to compromise your personal data or privacy. Kate will only use your contact details to contact you, send you information such as invoice, receipts or newsletter if you want to opt in (and you can unsubscribe at any point). She is on a few social media platforms, has a website, and uses Mail Chimp to send newsletters, iZettle to send emails or texts for card payments and personalised Google analytics for her own market research and website improvements. Kate complies with the Data Protection Act 1998 and EU General Data Protection Regulations 2019. Please view the privacy and cookie policies on [www.katemarr.com](http://www.katemarr.com) for more information.

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**I agree to abide by Artist Kate Marr's terms and conditions:**

**Name**.....

**Signature**..... **Date** .....

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PLEASE PRINT AND KEEP A COPY FOR YOUR RECORDS