

FREQUENTLY ASKED QUESTIONS

1. **How do I know this artwork is authentic?**

Each artwork sold is accompanied by a **certificate of authenticity**, usually adhered to the reverse of the painting, which includes the title of the work, artists name, medium as minimum details about the painting. The artwork is always signed by the artist on the certificate and on the artwork, either on the front or on the side panel. This applies to originals or prints.

2. **Does the artist accept commissions?**

Yes. Sometimes a piece of artwork is not the right size or colour of there can be a theme you've always wanted. The artist often paints wildlife, landscapes, abstracts, pet portraits and seascapes which are not available on the website or at shows as are sold or are commissions. Do ask if you have an idea you would like to discuss or a budget in mind and the artist will be delighted to support your vision.

3. **Is the price fixed or can I ask for a discount?**

Where art is at an exhibition or during Open Studio events the artwork may already be discounted for that timeframe compared to full price on the website. There is often a little wriggle room during events and you could take away your favourite art at a very reasonable price, so don't be afraid to ask!

4. **How can I pay for art?**

Online payments we accept major credit or debit cards such as VISA, Mastercard and American Express, PayPal and in some cases, Bank transfer. At Exhibitions, fairs and shows we accept cash or card payments. We do not accept cheques.

5. **How is art sent to me when purchased?**

Each artwork is carefully packaged to reduce the risk of damage and often sent by art couriers to ensure artwork is carefully shipped. Artwork shipping times can be 3-5 business days within the UK and up to 3 weeks if shipping abroad. Prints may take a little longer to allow for printing and posting. We will keep you informed of the shipping and dispatch and the courier will provide tracking information right up to delivery.

6. **How do I care for the artwork on arrival?**

The artwork comes with **care instructions** on how best to look after the artwork so that it looks its best for years to come.

7. **How do I return artwork if it is damaged?**

We would hope you will be entirely satisfied with the art, but should you find the artwork is damaged you have up to 14 days to return the artwork to us. It is advisable to take a photo of proof of damage of packaging and artwork on arrival and let us know immediately. Please go to our Terms and Conditions for details about returns and refunds including refund of postage back to us.