RETURNES AND PAYMENTS

QUOTES

All enquires are quoted by email, so that you have a written record of the quotation supplied, and remain valid for 30 days. Because everything we produce is a bespoke item, please let us know if the quotation needs to be altered or amended and we will ensure the specification is exactly as you require it.

The quantity required does have a huge affect on the final cost, so please don’t assume because you have halved the quantity, the final costs will halve. Always get us to re quote to avoid confusion.

PAYMENTS & METHODS

* PayPal
* Visa
* Mastercard
* Switch
* Maestro
* Direct bank transfer

CREDIT ACCOUNT

Credit accounts are available for all our trade customers once a trading history and the relevant forms and checks have been completed. Government departments and public Please email for separate details.

RE-ORDERING

For your convenience we always archive and retain all artwork used. If you require a reprint, simply quote your estimate of invoice number and we will do the rest. Alternatively, if you would like to use a previous order as the basis for your next project, again this is no problem at all, and simply advise us of the invoice or estimate number and the changes you want to make and we will get it into production straight away.

If you would NOT like us to retain your artwork, we will ensure all elements used are removed and destroyed from our system.

GOODS RETURNED

* Because you are buying the Goods by mail order, you may have a right of cancellation. If you do, (and only if you do), these are the terms which apply:
* You must tell us you wish to cancel within 14 days of your receipt of the Goods;
* In any event, you may not cancel orders for specially commissioned or personalised goods (this particularly relates to canvas art pictures created with an image you have provided us with or where you have asked us to alter a picture, advertised on the website, to suit your specific requirements;
* We would request the goods be returned to us within 30 days of your telling us you wish to cancel with both goods and all packaging in their original condition securely wrapped/package including any delivery slip provided by us (where applicable)
* Please note we can not accept the return of any goods that have been damage in the Transit. In the event the goods are not returned in there original condition you will be requested to have the goods collected. It will then be your responsibility to re coupe any loss or damages from your courior company. All goods returned are at your risk and cost.
* After we have received the Goods, we will credit your credit or debit card with the full purchase price of the goods. We request items are returned no later than 30 days from the date of receipt;
* If you do not return the Goods to us, you are still liable to us for the cost.