

Pet Caricatures - Terms and Conditions

Dear Customer,

Thank you for placing a pet caricature order. By purchasing a pet caricature you are agreeing to my terms and conditions which are outlined below:

The Caricatures:

I will use the reference photographs you provide to make the caricature(s). Please send them to me via email, with your order number, as soon as you have purchased your order. I will use the best photographs you send to create your caricature. If you would like me to use a specific photograph you must let me know when you email these photographs, and the artist will do her best to accommodate your request.

Timescale:

Current turnaround time is three-to-four weeks from the artist receiving your reference photographs. If you need your order for a specific date, you **must** contact Jemima directly first - before purchasing your order - to ensure she can meet your deadline accordingly.

Shipping:

Your order will be shipped on the service you have paid for. The delivery address provided at your time of booking will be the one used to dispatch your order - it is your responsibility to ensure you have provided Rare Jems with the correct delivery address. If this changes, you must contact the artist before your order is dispatched. Your order will be packaged up safely before it is sent on a postal service. Rare Jems cannot be held responsible for any damages or losses when any order is shipped on a postal service. If you select a postal service which does not insure the value of your order, you are doing so at your own risk, and Rare Jems cannot refund you for your losses in these circumstances.

Updates:

Once we have selected which photograph(s) will be used for your caricature(s), the artist will make a start. Jemima will send you a pencil line drawing via email, which you will need to sign off before she completes it with the permanent markers and pens. If you are unhappy with the initial pencil drawing, you can make up to three small alterations to meet your satisfaction. Once you have approved the pencil line drawing, and Jemima complete your caricature(s), you are required to sign-off the completed order again before your order is dispatched. By signing off at each stage, you are confirming you are happy with your drawings and desire no further alterations. These stages are in place to ensure you are happy with your order!

Refunds:

Due to the personal nature of your order, refunds cannot be given under any circumstances **unless** your order arrives defected or damaged by the postal service **and** providing your order value is insured by the postal service you purchased. Evidence of damage **must** be provided within twelve hours in these circumstances via email to be eligible for a refund.

Privacy and Copyright:

The artist and business owner of Rare Jems, Jemima Cooper, will retain complete copyright and all rights to reproduce any artwork and other media created, for advertising and marketing purposes. This is to be used across all marketing and advertising platforms, such as social media, websites, email campaigns, news and media. Any and all republishing and reproduction rights are reserved solely by the artist. All artwork and images made by Jemima Cooper for your order are not to be redistributed, copied, imitated, misappropriated or sold under any circumstances.