

Louise Limb Art and Illustration

Terms and conditions

General

All information, terms and conditions contained here are subject to change from time to time and cannot be considered exhaustive. It is intended to give you an accessible list of what you need to know about purchasing merchandise from us. Louise Limb works in a number of capacities and the business of actually selling her work is only one of them, though obviously a vital one. Please be understanding if there are delays from time to time.

Copyright

All work available to view on this website or to purchase is subject to copyright ©Louise Limb 2008 or with kind permission of the commissioning client. Purchases, either in reproduction or original artwork are solely for your own private use and you may not reproduce them without the prior permission of the copyright holder.

Availability of printed merchandise

Selected images are available to purchase where indicated and in the sizes stated. Giclee prints on heavyweight 300 gsm art paper can be ordered in sizes A4, A3, A2 and A1, photographs in sizes A4 and A3. Your prints may already be in stock or they may be printed to order, which takes longer.

Giclee prints are very long lasting provided the following guidelines are followed,:

- Give the inks time to bed in- when you first get your print don't allow the surface to be rubbed or scuffed,
- Allow two weeks before displaying the print and make sure you leave a gap between the print and the glass in the frame by using a window mount to allow for air flow
- Avoid exposing your print to direct sunlight and fluorescent light- all dyes, no matter how 'archival' eventually break down under UV light.
- Keep your prints dry. Until the inks have cured properly water vapour may cause the dyes to migrate through the paper, causing smudging.
- Keep your prints away from any cleaning products- eg. Spray polish on your picture glass as exposure to volatile liquids and vapours can break the dyes down.
- With reasonable care your prints should last many years.

These points also apply to the photographic prints.

While every effort is made to fulfil your order within a few days of receipt, circumstances beyond our control may mean that you have to wait longer.

Pre- Orders

If you wish to express an interest in buying an image which is not yet available as a giclee print (all photographs are available to purchase as A4 and A3 prints), please email or write to us with your expression of interest and a time scale within which you would remain interested (eg. If it was for a time constrained present such as a birthday, Christmas or wedding) . Depending on the quantity and frequency of instances that particular image is 'pre-ordered' the image may become available fairly quickly. On the other hand it may be some time until it does so and you will be updated via email as soon as it becomes available or with progress reports. Remember, it only takes 3 'pre- orders' at A4 size to cover set up costs.

Original Commissions

Original artwork may be commissioned via email, post, in person or by telephone. Prices vary according to size, medium, amount of research and time/ labour involved, with a minimum charge of £300 (price correct at March 2008) Each commission is unique and will be negotiated and agreed between Louise and the commissioning client. As a guide, the client supplies sufficient visual material and ideas, usually via email, for Louise to execute sketches which are then made available for the client to view, along with an agreed medium in which the picture is to be executed. Once the client is happy with the sketches and chooses one for Louise to work from, they then pay a £50 deposit with the remainder due on completion of the painting after viewing via a photograph of the work and before despatch to the client.

How to make a purchase

You can buy prints and photographs in several ways.

- **By cheque or postal order.** You can print off the relevant PDF form from the website and fill it in with your requirements, enclose a crossed cheque or postal order and send it to us via the postman.
- **By credit or debit card 1.** Print off the PDF form, fill it in completely, including all your card details as requested and your billing address and post it to us.
- **By credit or debit card 2.** Print off the PDF form, fill it in, scan it and attach it to an email (no bigger than 3mb files please, to louiselimb@aol.com) requesting that we ring you for your card details, making sure that you give us a number we can reach you on and a good time to ring. We can then process the payment over the phone.

- **By credit or debit card 3.** Prepare your requirements after browsing the website, ring us on the number provided and place your order over the phone, or do the same via email and leave your phone no. If no one is available to take your call please leave your phone number and a good time to call when leaving a message. We will get back to you as promptly as possible.

Please make sure you allow at least 15 working days before you require your prints and if the order is urgent please email or phone to let us know.

Remittance terms

All goods and services must be paid for in full before delivery, including shipping and handling.

About card payments

We are authorised by Streamline Merchant Services to process card transactions so you have the assurance and security of a trustworthy and reliable internationally recognised organisation to handle your payment. We can take all major credit and debit cards including American Express and if you are outside the UK credit or debit card is the recommended payment method. Your card issuing authority will calculate currency exchange for your transaction automatically.

Ensure you have all your credit or debit card details ready before you place a phone order, including the name on the card, the address attached to the card and the security number on the back.

Your card payment is taken from your account when goods are despatched.

Shipping and handling

All prints are packed carefully within a card backed envelope, card-reinforced padded bag or cardboard tube, depending on the size and nature of the print. Within the UK Royal Mail Special Delivery is used for the despatch of prints and photographs to ensure their safe, insured delivery to you.

Please enquire via email or phone for a shipping quote if you are outside the UK.

Delivery schedule

While every effort is made to despatch prints within two weeks of receiving the order, if a print is out of stock please allow up to four weeks for delivery as the order will be printed specially. Due to stock levels most requests are processed to order individually, especially if above A4 size and therefore may take longer than two weeks.

Photographs are printed in house so will we aim to despatch within 7 days of receiving the order. As Louise Limb has a variety of commitments orders may occasionally take longer than 7 days to fulfill.

Please remember that delivery outside the UK will take longer.

Returns policy and procedure

We hope that you will be delighted with your purchase. However, if it arrives damaged, in which case notify us immediately by email or phone call (as we will have to notify the delivery service in order to claim against the insurance) or it is not what you had hoped for please follow the instructions below.

- If you are not entirely happy with your signed print(s) please return securely in unused condition and original or secure packaging to us within *seven days of receipt* (Special Delivery allows us to check date signed for) for *exchange or if it is damaged in the post , a refund* of cost of print (s) via the means by which you originally paid (if you ordered at a show and paid cash, you will receive a cheque) . We are unable to refund the postal costs you paid originally.
- It is our custom and practice that refunds are only usually permitted in the case of faulty or damaged goods
- Where you have specified a replacement, please ensure you send us a covering letter detailing the title, size and where there is an additional cost, for example where you want a larger size, remittance (see below 1) for the difference in cost between the original print(s) and the replacement(s) plus post and packing at the appropriate rate for the goods required. (See below 2). As this could be confusing to

work out, please phone or email beforehand so we can help you work out the difference.

- Where a refund is required please ensure you enclose the payee details to be entered on the returns cheque and the address to which we are to send the cheque. If you originally paid by card please phone with your details.
- Please note you will be responsible for all post and packing costs. I cannot be held liable for any returns lost or damaged in the post on their way back to me so please ensure you despatch any returns to me using Royal Mail Special Delivery.
- Where you have supplied an email address we will endeavour to let you know when your parcel has arrived back with us.
- While every effort is made to despatch goods within two weeks of receipt of returned goods please allow up to 4 weeks for delivery of replacement goods from when I receive your returns parcel ; the giclee prints are produced to order and they have to be collected from the printer.
- Original artwork cannot be returned or exchanged as it is unique and personal to the commissioning client.

This does not affect your statutory rights.

1. Refund and exchange difference payment procedure

- Cheques to be crossed and made payable to: **Louise Limb Art and Illustration** Please note: I will only despatch goods once cheques have cleared
- Where you originally paid by card we will phone you to obtain the card details needed to make the refund transaction or to make additional payment. Please supply a contact number and good time to call when returning the damaged goods.
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2. Prices; post and packing rates for guidance

- Giclee print prices and post and packing rates are detailed below:

A4 (210mmx297mm).....1 print £25 + £5.00 p&p 2 A4 prints 10% reduction (£45 + £6.00 p&p),

3 A4 prints or more 20% reduction & £7.00 p&p (eg. 3 prints £60 + £7.00 p&p)

A3 (297mmx420mm).....1 print £45 + £7.00 p&p 2 A3 prints 10% reduction (£81.00 + £9.00 p&p)

3 A3 prints or more 20% reduction & £10.00 p&p (eg. 3 A3 prints £108 + £10.00 p&p)

A2 (420mmx594mm).....1 print £75 + £9.00 p&p 2 x A2 prints 10% reduction (£135 +£10.00 p&p)

3 A2 prints or more 20% reduction & £10.00 p&p (eg.3 A2 prints £180 +£10.00 p&p)

A1 (594mmx840mm).....1 print £145 + £12.00 p&p 2 x A1 prints 10% reduction(£260+£12.00 p&p)

3 A1 prints or more 20% reduction & £12.00 p&p(eg. 3 A1 prints £348+£12.00 p&p)

- Photographic print prices and post and packing (quantities are to be despatched to same address at same time):

A4 (210mm x 297mm)1 print £20 including post and packing, 2 prints £35 inc p&p

3 or more prints sent together £15 each & £5 p&p- up to 10 prints

(contact us for postage and packing quote for over 10 prints)

A3 (297mm x 420mm)1 print £35 including post and packing, 2 prints £50 inc p&p

3 or more prints sent together £25 each & £7.00 p&p- up to 10 prints

(contact us for postage and packing quote for over 10 prints)

Contact

If there is anything else we haven't covered and for example you have a specific query like shipping a ton of merchandise to Timbuktu for a surprise wedding gift to an adventuring couple who will be passing through the town on one day in July please email, phone or write. We'd love the challenge.(though Basingstoke would be easier...)

Address for returns and correspondence:

Louise Limb Art and Illustration

PO Box 491

Silsden

Keighley

BD21 9AE

t.07931 384764

e.louiselimb@aol.com

