

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 2010 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, other prints and photographs in size A4. 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- e.g. 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 prints and photographs.

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.

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 2010). 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

To buy prints and photographs.

- 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.

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.

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 or card. 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.

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

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, please notify us immediately by email or phone call (as we will have to notify the delivery service in order to claim against the insurance if it has been sent special delivery) or it is not what you had hoped for please follow the instructions below.

- *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 unless goods are purchased with a discount for damage or fault, in which case they are not refundable
- Please note you will be responsible for all post and packing costs. We cannot be held liable for any returns lost or damaged in the post on their way back to us so you are advised to ensure you despatch any returns to us 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 we 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

All prices on the site include Post and packing to UK addresses. Overseas purchases can only be made via PayPal request once prices have been agreed by email.

Contact

If there is anything else we have not 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 would love the challenge. (Though Basingstoke would be easier...)

Address for returns and correspondence:

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