

## Terms and Conditions

Before ordering your portrait it is important you read the Terms and Conditions

If you have any questions please email Wendy Jane [wjsartist@gmail.com](mailto:wjsartist@gmail.com)

1. 7 Day Money Back Guarantee: you have a 7 day money back guarantee from the date of your order and you will receive a full refund
2. A non-refundable deposit of 20% of the total of the commission portrait is required to secure your booking and scheduling your portrait according to Wendy Jane's commission schedule
3. You will be emailed an image of the finished portrait and upon your approval of the portrait you will receive an invoice for the remaining total. On receipt of full payment your portrait will be shipped to you.
4. If you wish to cancel your portrait before commencement, after the 7 days of ordering, the deposit is retained to cover fees, office administration, preliminary mock-ups, and client details and emails.
5. Cancellation Of Completed Portrait Before Shipping  
If you wish to cancel your portrait once completed and before being shipped, Wendy Jane will retain the deposit plus 50% of the final payment due.
6. Rejection of Portrait Once Shipped

On receiving your portrait that you have previously approved you have 7 days to contact Wendy Jane about any changes required. If the portrait needs to be returned for alterations you are liable for the shipping costs to and from Wendy Jane's Studio, Victoria, Australia . If after the alterations have been made and you are still not happy and would like a refund Wendy Jane will retain 60% of the final payment.

If you receive an approved portrait and wish to have a refund but decline the opportunity for Wendy Jane to make changes, a refund will only be made once you have returned the portrait to Wendy Jane in its original condition and in the original packaging within 7 days. Wendy Jane will retain the deposit plus 60% of the final payment total. Shipping costs will not be refunded.

#### 7. Currency Exchange

All prices quoted are in Australian Dollars. If you reside outside of Australia your credit card (via PayPal) will convert Australian Dollars to your own home country currency. Please note that payments and refunds are in Australian dollars and Wendy Jane cannot be held responsible for any loss due to exchange rate fluctuations.

#### 8. Portrait Delivery

Portraits are packed securely and delivered worldwide. Each portrait parcel has its own unique tracking identification number in order for the parcel to be tracked whilst in transit.

#### Shipping prices within Australia

- Drawings and Paintings on paper or canvas board is \$12.00
- Paintings on Stretched Canvas is \$90.00

#### International Shipping Prices

International Shipping Prices are determined by size and weight and destination of the portrait.

International Shipping cost (from Australia) is available on request

#### 9. Damage of the Portrait in transit

Portraits are securely packed, however, in the unlikely circumstances your portrait is damaged, please photograph the packaging and the damage evident to the portrait. It is very important to email Wendy Jane immediately to notify her of the damage. Return of the portrait and the freight cost is payable by you. Wendy Jane will repaint or redraw the portrait at no cost to you.

#### 10. Copyright

COPYRIGHT IS RETAINED BY THE ARTIST WENDY JANE SHEPPARD and the artwork (portrait) may not be reproduced without the permission of the artist.

You will be emailed an image of your finished portrait.

Wendy Jane has provided approval in advance for the publication of an image of the finished portrait on your social media sites and email.

However, you will be required that the image is NOT ALTERED or CHANGED IN ANY WAY and Wendy Jane Sheppard is ALWAYS ACKNOWLEDGED AS THE ARTIST, Wendy-Jane Sheppard.

Wendy Jane reserves the right to use the photos of your portrait on her website and social media and promotional material. Client testimonials may be used in whole or part as testimonials on the website and social media and promotional material. Images of Wendy Jane's portrait images and accompanying client testimonials are not sold onto a third party or for merchandise creation. If you feel uncomfortable having your portrait or testimonials displayed on the website or other sites please notify Wendy Jane when ordering your portrait.

11. Privacy Policy and Security

Wendy Jane will not sell, distribute or lease your personal information to third parties.

PayPal online Safety and security

- PayPal ensures online security

When you check out with PayPal, PayPal pays Wendy Jane Sheppard. PayPal withdraws the funds from your account so your financial details stay encrypted and protected.

- PayPal committed to Fraud Prevention; each transaction is monitored and heavily guarded behind their advanced encryption to help prevent fraud and identity theft. PayPal take pride on being the leaders in risk management and constantly update their systems to help block external threats so you, Wendy Jane Sheppard's client, can buy with confidence.

- Details of PayPal safety and Security @

<https://www.paypal.com/au/webapps/mpp/paypal-safety-and-security>