The following terms and conditions do not affect any other rights granted by law. They do not affect your statutory rights as a consumer. UK law is the applicable law

**Ordering from Artist Surfaces**

By ordering from us you are entering into a contract to employ our services for the manufacture of a bespoke Painting Panel, and to buy the subsequent goods. Only upon payment in full can we fabricate an order. Payment for other goods constitutes a contract to buy.

By entering into a contract to buy you are also allowing us to use your personal details for the purpose of supplying goods (including passing your details onto couriers or other subcontractors). We will not use your details for other purposes without asking for your consent, and you may ask for your details to be removed from our database by emailing us at artistsurfaces@gmail.com.

**Delivery Schedule**

All Painting Panels are made to order. We aim to despatch all painting panel orders within 7 – 15 working days of receiving payment, and all other goods within 3 working days, however please allow up to 15 working days for delivery. Depending upon each specific order, a schedule may be outside and beyond the 7-15 working days. In such an event, we shall inform you of the intended schedule before placing the order or during fabrication.

If goods are not received within 30 days of expected delivery you have a right to cancel the contract and to have any monies paid refunded, except where notification has been given of extended schedules.

Approximate day of delivery can be agreed when ordering. Day of delivery is not guaranteed; however, we aim to notify you in advance if delivery is delayed. Large orders or special items may take longer to fabricate, and orders may be delivered in several consignments.

Deliveries arrive any time within the working day, and if you are not home to collect the parcel you need to provide alternative arrangements at the time of ordering, as you may be charged for redelivery if the goods are returned to us. Redelivery will be attempted twice before the goods are returned to us.

**Damaged or Defective Goods**

Notification must be made within 48 hours from accepting delivery of any defects in materials or workmanship. We will supply like for like replacements if we are notified within this period. However, the product must be unused. If the product has been used, we are unable to offer like for like replacement or refund. We aim to supply you with goods that are fit for their purpose and of satisfactory quality in relation to the descriptions given. It is the users responsibility to ensure the goods purchased are suitable to their requirements. We can only offer advice on the information given at the time of sale.

Wood is a natural material and when exposed to adverse conditions or unstable environments is liable to compromise both the construction and material properties. We cannot guarantee that wood will never warp. We can only advise which woods are more warp resistant, or have anti warp properties. Wood will always contain slight natural imperfections although we strive to keep these to a minimum.

As all painting panels are made by hand, any sizes given are approximate. We work to a tolerance of +/-3mm either side of a stated size. Any variations in size will not be considered a defect.

We aim to replace any defective item within 7 - 15 working days after return. You must notify us within 48 hours of any damaged or missing items. If we are unable for any reason to offer replacement goods we shall collect the item and provide you with a full refund. This does not affect your statutory rights.

All goods must be checked by customer upon delivery for shortages or damage. Any goods not signed for as damaged/signed for in good condition will be replaced, however the customer will be responsible for the return of the goods to us and the subsequent charge for redelivery.

Our liability is confined to the value of the goods only. If a painting panel has been used by you it will be defined as an artwork. We accept no responsibility for any artworks, framing or other costs incurred from any defective product. If used wholly or in part for business purposes we shall not be liable to you for any business loss including loss of profits (direct or indirect), business data, revenue, goodwill, or incidental or consequential loss that you may suffer as a result of the purchase of goods from us.

We will be unable to amend or repair by hand any painting panels that are defined as artworks or have been used. Any painting panels that are defined as artworks or defined as used goods cannot be refunded or exchanged.

**Important**

You have a right, as a consumer, to cancel the contract and receive a refund, provided that the goods are complete, with all packaging intact and in an unused and re-saleable condition.

Your desire to cancel must be received an email within 48 hours starting on the day the goods are delivered to you. We will refund the total amount of money paid by you for the goods, less any costs to collect the goods if required, within 30 days starting with the day on which we receive the notice of cancellation in writing from you. Please note that once you have notified us of the desire to cancel the contract you have a legal requirement to take good care of the goods. Refunds will only be paid in full if the goods return in the condition that they were delivered and unused. Any used goods will be unable for refund.

All Prices and information are correct on this website E & OE. If any information is found to be incorrect we will contact you before making any changes to the products or pricing.