



ROSE MADELEINE ART

TERMS AND CONDITIONS

Basic terms and conditions are detailed within each product description in the online shop. Additional details can be found below:

Prints: Sold unframed to fit readily available frames, including white border.

Medium: 21cm x 15cm Approximately A5 as a guide

Large: 29.5cm x 21cm Approximately A4 as a guide

Cards: 15 x 15cm or 18 x 13cm. Professionally printed on quality recycled white card with complementary brown envelope.

PACKAGING:

Prints are individually gift wrapped in tissue paper, then packed with shredded paper for protection, in a brown postal box.

Cards have eco cello wraps that are compostable, biodegradable and recyclable.

We take care when packaging our products to wrap them sturdily for safe transport.

Deliveries should not be accepted if they arrive in damaged condition.

POSTAGE:

The price stated includes packaging and postage. No additional unexpected charges.

UK orders are shipped 1st class Royal Mail and are dispatched within 3 working days.

Items over the value of £40 will need to be signed for.

If for any reason stock is not available, we will contact you to discuss your order accordingly.

If posting your order on yourself, the print postal boxes qualify as a large letter.

100% SATISFACTION GUARANTEE

For online orders, if you are not happy then please return your product (in the original packaging) for a full refund. Please contact to discuss with us, within 10 days of receipt if this is the case. We appreciate your feedback.

For commissions I am afraid we cannot issue refunds as these are 'one off' piece's that cannot be resold. A deposit is taken on order of 50% and then the remaining balance is due on completion, before the artwork is posted out or delivered.

Please note the colours may vary slightly due to monitor settings. We have done our very best to give an accurate description and representative image of all our products on our website however a difference may be noticed as this is the nature of our business. We prefer not to put high quality reference images up, as unfortunately these can be copied.

STOCK:

In the unlikely event we have sold out, reprints can take up to two weeks, although usually less. We use a small reputable local printer. We will contact you and let you know of the expected delivery date to ensure this will be acceptable to you.

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YOUR DATA:

Please refer to our more detailed policies regarding your data in our privacy policy.

The basics: No information gathered for the purposes of fulfilling your order is ever passed on to third parties.

We do not directly take or store your card details on our site. All payments are processed through our payment provider Paypal and your details are taken securely through the payment gateway.

JUST ASK:

Your business is important to us, particularly as we are a small independent business.

Any questions at all, you are most welcome to just email rose@rosemadeleineart.co.uk