

Laura Chafer Art – Commission Terms & Conditions

These Terms & Conditions apply to bespoke artwork commissions created by Laura Chafer Art.

1. Booking a commission

Once we have discussed and agreed the details of your commission, including the size, number of subjects, wording (if applicable), price and approximate timescale, I will confirm your commission with you.

A 30% deposit is required to secure your commission and reserve your place in my schedule. Work on your commission will begin once the deposit has been received and I have received all the information and reference photographs needed to complete the artwork.

By paying your deposit, you confirm that you have read and agreed to these Terms & Conditions.

2. Pricing and payment

The total price of your commission will be agreed with you before work begins.

A 30% deposit is payable when the commission is booked. The remaining 70% balance is payable once the artwork has been completed and approved, and before the artwork is dispatched or collected.

Any additional work requested after the original commission has been agreed, such as additional subjects or substantially more wording, may incur an additional charge. I will discuss and agree any additional cost with you before carrying out the extra work.

3. Reference photographs and commission details

You are responsible for providing clear and suitable reference photographs and any other information needed to create your artwork.

Please make sure that you have permission to provide any photographs that belong to someone else and to have them used as a reference for your commission.

I will create the artwork based on the photographs, information and design details agreed with you.

4. Timescales

I will provide an estimated timescale when your commission is booked.

The estimated timescale will begin once I have received your deposit, the required reference photographs and all other information needed to begin the artwork.

I will always do my best to complete your commission within the agreed timeframe. As Laura Chafer Art is a small independent business, occasional delays may occur due to circumstances outside my control. If there is likely to be a significant delay, I will communicate this with you as soon as possible.

5. The finished artwork and approval

Once your artwork is complete, I may send you a photograph of the finished piece for approval before requesting the remaining balance.

Because each drawing is individually created by hand, there may be small variations from the reference photograph. These are part of the handmade nature of the artwork.

The finished artwork is considered final once it has been completed in accordance with the agreed design and reference material.

Due to the nature of the artwork, changes are not always possible once the drawing has been completed. I will correct genuine mistakes or errors on my part where reasonably possible.

A customer cannot decline a completed commission simply because their personal taste has changed or because the finished artwork is different from what they personally imagined, provided the artwork has been created in accordance with the agreed brief.

6. Changes and amendments

Changes to the agreed commission after work has begun may not always be possible.

Requests for significant changes, additional subjects or additional wording may require an additional charge. I will discuss this with you before carrying out any additional work.

Once the artwork is completed, amendments will only be made where there has been a genuine mistake or where the finished artwork does not reasonably reflect the agreed commission.

7. Cancellation

If you need to cancel your commission, please contact me as soon as possible.

If the commission has not yet been started, any refund of the deposit will be considered based on any costs or losses I have already incurred as a direct result of the booking.

If work has already started, I may retain an amount that reasonably reflects the work already completed and any costs incurred. Where appropriate, any remaining amount paid above those costs will be refunded.

If I need to cancel a commission for a reason within my control, I will provide an appropriate refund for payments made for work that has not been completed.

Nothing in these Terms & Conditions affects any legal rights you may have as a consumer.

8. Delivery

Completed artwork will be dispatched using the delivery method agreed at the time of purchase.

Postage and packaging charges will be communicated to you before the commission is confirmed.

I will package your artwork carefully to reduce the risk of damage during delivery. Once dispatched, delivery times are outside my control.

If your artwork arrives damaged, please contact me as soon as possible and provide photographs of the packaging and artwork so that I can investigate the issue and work with you to resolve it.

9. Copyright and reproduction

I retain the copyright in all artwork that I create.

Purchasing an original artwork does not transfer ownership of the copyright to the customer.

The customer is purchasing the physical original artwork for their own personal use and display. This does not give permission to:

- photocopy or scan the artwork;
- reproduce or reprint the artwork;
- create additional copies of the artwork;
- sell or commercially distribute copies;
- use the artwork for commercial purposes; or
- reproduce the artwork online or in other media beyond normal personal sharing.

If you would like additional copies, prints or other reproductions of your artwork, please contact Laura Chafer Art and I will be happy to discuss what I can provide.

Copyright may only be transferred to another person or business by a separate written agreement.

10. Use of completed artwork by Laura Chafer Art

I retain the right to photograph completed artwork and use photographs of my work for my portfolio, website, social media, advertising and other promotional purposes.

I will not intentionally include private or personal information about you when sharing your artwork.

If you have a particular reason why you do not want your commission shared publicly, please let me know before the commission is completed and I will do my best to accommodate your request.

You must not edit, distort, alter or otherwise manipulate photographs of my artwork in a way that misrepresents the original artwork or my work as an artist.

11. Customer rights

Nothing in these Terms & Conditions is intended to remove or restrict any legal rights you have as a consumer.

In particular, I remain responsible for ensuring that commissioned artwork is as described and of satisfactory quality, and for dealing appropriately with genuine faults or errors.

Because commissions are personalised and created specifically for you, cancellation and return rights may differ from those applying to standard, non-personalised products.

12. Agreement to these Terms & Conditions

By paying the deposit for your commission, you confirm that you have read, understood and agreed to these Terms & Conditions.

These Terms & Conditions apply to the commission agreed between you and Laura Chafer Art unless a different written agreement has been made between us.