

## PURCHASING & SHIPPING

I want you to be happy with your new painting or print. If you have any questions regarding shipping, please contact me in advance at [jill@jillogilvy.co.uk](mailto:jill@jillogilvy.co.uk)

### Ordering

#### *How is my payment handled?*

Payments are taken through 'Stripe' in British Pounds Sterling. We do not store any of your debit/credit card details.

#### *If I make a deposit, can I pay in instalments?*

If you would like to purchase an original painting over £500 you are welcome to pay in stages. As the value of my work grows I understand this can be a helpful option. A 50% deposit is payable to hold your painting. The balance can be paid the following month or in 2 monthly payments of 25% each. As soon as the final payment is made, your work will be shipped to you. Please contact me if you are interested in making this arrangement.

*Note: This is NOT a credit scheme, but an arrangement on trust, at no extra cost to you. Usual shipping costs and return policy will apply.*

#### *Paying by bank transfer (query Simon re: checkout option)*

There is a checkout option to pay by bank transfer which many UK customers prefer. This saves me credit card fees 😊 If you select this option you will be emailed with details of how to pay. Please pay immediately as the artwork is marked as sold immediately and unavailable to others.

### Shipping

#### *How do you package paintings or prints?*

Great care is taken when packaging your artwork to ensure it arrives safely. All artwork is carefully wrapped in protective materials, including glassine paper, bubble wrap, and sturdy cardboard. For framed pieces, we use corner protectors for added protection and security. Small prints (under 20 x 30 cm) will be carefully packed flat. Larger artwork will be rolled and sent in an extra strong cardboard tube to make sure it reaches you in best condition.

#### *Once I have placed my order, how soon will I receive my painting?*

Original paintings will be packed and shipped within 5 working days. Within the UK pieces are sent by Royal Mail, Parcel Force or courier depending on size and

weight. Most UK deliveries arrive within 2 days from time of shipping. Please allow 7 working days in total. If you need delivery by a specific date, please contact me first to make sure it can reach you in time. There may be an extra charge for rush deliveries according to your requirements.

### ***I have placed my order, how soon will I receive my print?***

Digital prints are made to order and will take a little longer than a painting to ship. Within the UK pieces are sent by Royal Mail, Parcel Force or courier depending on size and weight. Most UK deliveries arrive within 2 days from time of shipping. Please allow 10 business days in total.

### ***Can I collect my artwork from your studio? (Query Simon re: postcode option)***

You are welcome to collect your artwork personally. If you have a Cambridge postcode, this option should come up as a choice at checkout. *(is this possible?)* If you are further afield but would like to collect in person you can enter code **COLLECT** at the checkout. Once you have placed your order, I will email you and we can work out a mutually convenient time to meet. My studio is at Cambridge Artworks, Green's Road, Cambridge CB4 3EF.

### ***Do you ship Internationally?***

Yes, I can ship to most countries, although it may take longer to arrive depending on your location. Message me with your details and the artwork you would like to buy, and I can send you shipping options.

Note: Please be aware that international shipments may be subject to customs duties and import taxes, according to the laws of the destination country. These are the responsibility of the customer. ***Any additional charges are at the customer's expense. We have no control over these charges and accept no responsibility for additional import charges.***

### ***What carrier do you use?***

We primarily use Royal Mail for domestic and international shipping. Other carriers such as Parcelforce Worldwide services may be used, depending on size and weight. 'Pack and Send' is a specialist shipping company who may be used for larger, more valuable artworks.

### ***Are shipping costs included?***

Yes, most artwork has an estimated shipping cost included at checkout for UK deliveries. Calculations are based on weight, dimensions, and destination. Delivery times will vary, but you can typically expect your artwork to arrive within 7 to 10 business days.

Shipping costs contribute towards packing supplies, labour and transit fees.

*Note: If the actual cost of shipping is significantly more than quoted, I reserve the right to discuss this with you and to refuse the sale.*

### ***Can you ship internationally?***

Yes, I can ship to most countries, although it may take longer to arrive depending on your location. Message me with your details and the artwork you would like to buy, and I can send you shipping options.

**EU customers:** Since the UK left the EU following Brexit, additional charges have been introduced for VAT, customs and extra handling fees, dependent on the port of entry.

***Please ensure you have the correct customs information for your destination - any additional charges are at the buyer's responsibility. We have no control over these charges and accept no responsibility for additional import charges.***

### ***What about large or high value artworks?***

I appreciate this may be a high value purchase – and a piece of work I have devoted considerable time in making! It's important for both of us to make sure it is transported safely. Some couriers have limits on dimensions or what they will carry so certain pieces have individual requirements. This will be noted in the shipping details with each product listing. Shipping costs for large artworks need to be quoted individually – please contact me before purchasing. I will then contact you via email to discuss specialist shipping options before the artwork is despatched. If you buy online first in order to secure the painting, the shipping cost will be billed separately after agreement.

## **Returns**

### ***What if my painting arrives and I don't like it?***

I want you to be fully happy with your new artwork so I offer a Buy-Back agreement to UK purchasers. I regret this is not possible for international purchasers.

If an original painting is not as you expect, you have 14 days to contact me by email and request a refund. Once a return has been agreed, you are responsible for packing and arranging return delivery using the same service by which it was sent to you. Once the piece has been safely returned, I will refund your payment within 14 days.

***A Note about Colour:*** Every care has been taken to display the artwork as accurately as possible regarding size and colour. The image you see on the website may show a difference due to a slight variation between browsers, devices and screen settings. Any variation between the image represented and the actual artwork is not deemed a fault and slight inconsistencies will not be a valid reason for return.

### ***What if my painting arrives damaged?***

If you receive a work that has been damaged in transit, please contact me by email within 7 days of receipt to arrange a return or exchange including a photograph of the damage. Return shipping costs are the responsibility of the buyer.

### ***Do you give a refund on prints if I change my mind?***

Monoprints are hand-pulled individually and are one-off original artworks. There are no copies unless I decide to make them into digital prints. Digital prints are custom made to the size you request. I don't hold stock – each print is made for you. Please check the size is as you wish before you place an order.

### ***What about international returns?***

Regrettably, I am unable to offer a refund or return on any products sent outside of the UK.

### ***Contact***

For any questions regarding shipping or packaging, please don't hesitate to get in touch at: [jill@jillogilvy.co.uk](mailto:jill@jillogilvy.co.uk)

**Phew! I think that covers it all – if you have any further questions please send me an email before placing your order.**

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