

TERMS AND CONDITIONS

So now with Covid-19 restrictions some items purchased through my website may take a little longer to process and will be slightly delayed.

Regrettably, in some cases orders are not possible.

Temporary measures

Please email me at artbyirena.grazia@gmail.com to check availability if you are interested in anything. As the situation changes I will try to keep these terms and conditions up-to-date. However, as the situation alters regularly it is best to email me. I suggest subscribing to my occasional news on my home page at <https://www.artbyirenagrazia.com> and my regular blog at <https://www.artbyirenagrazia.com/blog>

Within the UK

Still available:

- Delivery within the UK, **greeting cards are still available**, subject to stock.
- Delivery within the UK, **limited edition Giclee prints (without mounts) are still available**, processing and postage of these prints may take a little longer. (Subject to availability from the printer, over which I have no control).

Not available at the moment:

- Delivery within the UK, sale of original artwork and limited edition prints (with mounts) are on hold until postage is more reliable and lockdown is lifted.

Outside of the UK

Not available at the moment:

- Delivery OUTSIDE the UK, sale of all items outside of the UK is on hold until further notice and my Etsy shop is temporarily closed.

**The information detailed below is
based on the situation before Covid-19.**

Below are my usual Terms and Conditions

General

To keep costs down and avoid paying commission to credit card companies and online third part providers; All of my UK sales are processed by email through my website www.artbyirenagrazia.com I will provide details of how to order and pay if you email me directly at artbyirena.grazia@gmail.com

Sales outside of the UK will be made through my Etsy shop.

Payment

- **UK buyer:** I do not rely on PayPal or credit cards and prefer to use online banking or cheque. This enables me to pay more to my charity. Over the duration of my first 18 months, I had to pay nearly £300 to third parties for commission, this a cost I wish to reduce or avoid in the future as it could have gone to my charity.
- **International Buyer:** If you are an international buyer purchasing via the Etsy shop, all credit card transactions occur via the Etsy site over a secure transaction managed by them. Please see their *Etsy Terms of Service* and *Privacy & Cookies Policy* on their website.

Condition of Sale

No contract between Irena Massarella (ArtByIrenaGrazia) and the Buyer shall exist until the Buyers order has been accepted in writing by Irena Massarella (ArtByIrenaGrazia). The item(s) ordered shall remain the property of Irena Massarella (ArtByIrenaGrazia) until agreed payment has cleared and been received by Irena Massarella (ArtByIrenaGrazia).

Materials used

Prior to purchase information about the materials used for any original artwork or print is available to the buyer on request.

- **Original Artwork:** Original artwork is painted with artist quality professional watercolour, oil or acrylic paints, pencils, charcoal and ink. Papers and mounts used are also of artist quality professional grade and acid free. Canvases are bought from reputable art suppliers and are either stretched over a wooden box frame or flat board, primed and of artist quality professional grade. I will include a printed description of the original artwork with the sale.
- **Limited Edition Prints:** A local reputable printer professionally produces all of my limited edition prints. The image is Giclee printed on to 310gsm Canson Aquarelle Rag, which is a 100% cotton fine art paper. I will include a printed description of the original artwork and a certificate of authenticity from the printer for the Giclee print. The limited edition print is signed by me and numbered, my limited edition runs are small in quantity. Prints are available in various sizes, please email me.
- **Cards:** A reputable printer prints these professionally. All cards are 12cm x 17cm, each card is presented in a clear cellophane bag with a white envelope. All greeting cards are blank inside so you can write your own message. Christmas cards have a pre-printed message.

Gift-wrapping service

Gift-wrapping is available, a cost may apply. I am able to also write personalised messages on gift tags. Please mention this to me when ordering.

Postage and Packaging

The cost of **postage and packaging is NOT** included in the sales price of any original artwork, limited edition prints or cards. I will find out the postage charge from the post office. The cost of shipping/postage together with the cost of any packaging will be added to the cost of the original artwork, limited edition prints or cards.

All charges (sales price, packaging and postage) will be agreed in writing before any order is accepted and processed.

I take considerable care in packaging items sold so they are delivered in good condition.

- **Cards:** When posting cards I use Royal Mail, 2nd class post for the UK and 1st class post for International customers.
- **Original Artwork and Limited Edition Prints:** All original artwork and limited edition prints are sent by Royal Mail; recorded delivery within the UK or International signed for if outside the UK.

Customs fees

Please note that any duties, customs fees or local taxes that items incur on entry to their destination country are the responsibility of the buyer.

Timeframe for UK buyers

(For Buyers outside of the UK please see my Etsy shop)

- **Cards:** I ship immediately, subject to available stock of cards and stamps.
- **Limited Edition Prints:** Limited edition prints are produced to order and you should allow 5-10 days for my printer to produce. Once in stock I ship immediately. (Subject to availability from the printer, over which I have no control).
- **Original Artwork:** Original art work is usually held by me so this can be shipped once I have obtained a quote from the post office and the buyer is in agreement, usually up to 5-10 business days. If the artwork is on display in an exhibition or gallery it may take a few more days to retrieve it.

Returns

Everyone so far has been delighted with his or her purchase. However, in the unlikely event you are not satisfied with your purchase you must notify me in writing within 14 days to be eligible for a full refund.

You are liable for the costs of returning items(s) including shipping and insurance. The item(s) should be sent back to me by recorded delivery or other traceable method, you must if necessary, be able to prove it was returned.

The item(s) must, however be returned in pristine condition and in the original packaging or similar new packaging of the same quality. Any cellophane covering/labels must not have been removed. Work that is received back damaged will not be refunded. So please ensure adequate insurance when posting.

If agreed, refunds will be notified in writing. If the buyer is based in the UK, an agreed refund will be made by cheque. For buyers outside of the UK, Etsy using the original payment method will process an agreed refund.

ART■PURPOSE■HOPE

My pledge to donate to Cancer Research UK.

I wish to be as transparent as possible.

By the end of the month, I make a donation to Cancer Research UK when all of the following steps have occurred:
completion of a sale, receipt of payment and confirmation that the buyer is happy with the item(s) purchased.

Profits from my artwork, limited edition prints and card sales are donated to this Cancer Research UK giving page -

<https://fundraise.cancerresearchuk.org/page/ipaint4hope>

I donate a minimum of 80% of my profits from cards and a minimum of 45% of my profits from original artwork and limited edition print sales.

If I can donate more I do.

My Terms and Conditions can and will be updated at any time and I will publish updates on this page.

Updated: 10th January 2021