



T&C's 2020

Commissions

I do not accept returns on commissioned paintings.

Please understand that you are very involved in my commissioning process. Before sending your final invoice and shipping your painting, I will e-mail you an image of your commission for your approval. In this way, you can be confident that you know what you have paid for. Please be rest assured you will be involved every step of the way.

- **Lost or damaged parcel** - I will track your painting through the online tracking system on Royal Mail/Parcel Force Website. Any lost or damaged paintings which is the fault of the carrier will go through the claims process before I can issue a refund (any refunds made must be made in the same method of payment received to Mel Reid. We cannot refund money into other accounts other than the one you originally paid with)
- **Damage** - Please contact me ASAP if your parcel is damaged and send photos. Please send item back to Mel Reid using Special Delivery with Royal and a refund will be made once it has been received.
- **Lost** – If your painting has been lost by the carrier I will go through the appropriate channels to report. Please allow for the appropriate delivery time to run its course before I issue a refund. I use these services.

1st Class Signed for
2nd Class Signed for
Special Delivery before 1pm
24 Parcel Force
48 Parcel Force

- **Stolen** - If your delivery has been signed for by the Carrier and stolen from the doorstep without your permission. Please let me know ASAP. I will go through the appropriate channels to report.
- **Incorrect Address given** - If you have supplied an incorrect address and the item hasn't arrived Mel Reid will do her best to track the item but if it has been misplaced by the courier or taken by the wrong address I am unable to replace item instead I will refund the postage cost. Correct address is the responsibility of the customer.

Buying art

If you wish to buy art from the website

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