

KBMART

Terms & Conditions

1) Description of Services.

- a. Portrait in graphite pencil in a realistic style as close to the reference as possible
- b. For examples of my work, refer to my previous work on website portfolio and social media.
- c. For me to produce a high-quality portrait for I will require reference photograph(s) of the subject you wish to be drawn.
- d. I use your photos to capture the character of the subject, for you to have a memento and something special to remember them by.

2) Commission Orders.

- a. To order a commission please use the provided form/email on my website
- b. After an agreement has been reached and you have commissioned me, I will request a full payment via PayPal.
- c. An invoice will also be provided via Paypal.
- d. By doing this you ensure that secure a position on my commission list.
- e. I will provide you with an estimated timescale for how long it will take me to finish the drawing. If there are extenuating circumstances that may cause me to extend the deadline I will inform you via email.
- f. The length of drawing time can be affected by the size of the drawing and how many subjects I have to draw, so please take that into account when commissioning me.
- g. While I'm working on a commission I will email you progress photos to keep you updated on the portrait.
- h. KBMART reserves the right to use any digital photographs of the portrait for promotional purposes on Social media and portfolio websites.

3) Commission Prices and Payment.

- a) Full payment is required before I can start the commission as stated in section **2b**.
- b) You can pay via Paypal or via bank transfer if you don't have a PayPal account. I advise you on using PayPal as I use it for generating invoices which will be helpful for me, thank you.
- c) As mentioned in section **2f** the price will depend on the size of the portrait and if you want more than two people to be drawn on the same portrait 50% of the full cost will be added to the price.

4) Refund policy.

- a) Payment is non-refundable if the drawing has been started after everything has been agreed upon.
- b) Once the drawing is fully finished it becomes non-refundable because of all the time, work and materials put into creating the portrait. I will ask you through email during the drawing process if you require any revisions. This will be easier than trying to make any changes once the drawing is completed.
- c) Your drawing will be posted using insured and tracked mail services if you have a preferred delivery service please let me know via email and I will try to accommodate you.

5) **Feedback.**

- a) As mentioned in sections **2g** and **4b** I will email you progress photographs of the drawing process. Please give me as much feedback as possible and any revisions you want me to make so I can create a portrait you will be satisfied with at the end.
- b) IF you are satisfied with the drawing after receiving it through the post and you would like to send a testimony please do so via the provided email.
- c) Note that KBMART reserves the right to use any feedback and testimonies you provide for marketing purposes through the KBMART website, social media platforms and other advertisements.