

Works In Watercolour

On-line store: www.russellperryart.com

Works in Watercolour, 207 Orangapai Road, RD4, Ranfurly 9398, New Zealand

icthyus@gmail.com NZ 021 120 9751



CHANGE, CANCELLATION AND RETURN POLICY

In this Policy:

WIW refers specifically and only to Works In Watercolour, operating through its website

www.russellperryart.com.

The use of "we" and "us" refers to Works in Watercolour and its website www.russellperryart.com.

'Customer' and 'Purchaser' are terms used interchangeably to refer to the person(s) who has bought goods from WIW.

OUR HOPE IS THAT YOU HAVE BOUGHT FROM WORKS IN WATERCOLOUR
SOMETHING SPECIAL
THAT WILL BRING GREAT ENJOYMENT FOR A LONG TIME.
THANK YOU FOR BUYING FROM US.

Let's remind ourselves though that we're all capable of not getting things perfect and that sometimes things go wrong. That's when we need to talk — and take reasonable steps to make things right.

Selling art work is a little different to selling many other items. We will try to make our expectations and requirements clear in this policy. Please ask if there is something you are unsure of.

General Points

- All paintings, photographs, prints and merchandise sold by WIW are brand new unless stated otherwise.
- We use high quality materials in all of our work.
- All prices and specifications are subject to change without notice.
- Products and Shipping Costs are to be paid in full before shipping commences.
- All packages will be shipped within 3 business days after receipt of evidence of payment. The only exception to this will be if the purchaser requires additional packaging — see below.
- Products are shipped F.O.B. Freight Prepaid and become the sole property of the purchaser upon delivery to the specified shipping agent.
- For shipping damage, purchasers should file claim to their carrier immediately.
- Any discrepancy, including wrong items or missing items, should be reported to WIW within 3 days of arrival of goods at your nominated shipping address.
- Online ordering your purchase from WIW acknowledges that you have read and agree to these terms and conditions found on www.russellperryart.com



WIW Change In Order and Cancellation Policy

The Change in Order and Cancellation Policy is based on the following premises:

SELECTION:

Most of our goods are either original artworks or are printed to order. Please, be nice to us and yourself — take the time to make a happy purchase. WIW can answer your questions about the item and will happily give additional information and provide further photographs to meet specific queries.

WIW wishes you to be confident the item is what you want before you execute the purchase.

POLICY: Deciding you don't like or don't want a purchased item after you have received it does not in itself constitute an acceptable reason for return.

COLOUR:

WIW does its very best to display image colour that represents the original art work well.

WIW outsources its photo/print preparation to a reputable print ship with whom WIW has worked to ensure fair and reasonable renditions of those works.

Having said that, colour can sometimes be perceived differently in different situations:

Image Software A interprets colour slightly differently to Image Software B.

Screen A interprets colour slightly differently to Screen B.

The photographs displayed on our website of original paintings may differ slightly in colour from those paintings.

The photographs displayed on our website of photographs may differ slightly in colour from the actual print of those photographs.

Seeing the original in daylight or artificial light can render slight perception variation in colour to that viewed on screen.

POLICY: Minor variation in colour compared to that viewed on screen at time of purchase does not constitute an acceptable reason for return.

Considerations & Procedures

1. All order changes or cancellations should be reported to us within 3 days of ordering.
You must do this by phone: NZ (+64) 021 1209751.
2. Order changes or cancellations received PRIOR TO receipt of the purchaser's payment:
Your instructions are made effective immediately.
3. Change/Cancellation AFTER receipt of purchaser payment:
 - Refunds for change/cancellation will be made to a bank account specified by the purchaser.
 - If the call is received after receipt but prior to transportation preparation, the refund can be made in full.
 - If the call is received after transportation preparation, the refund can be made in full LESS fair and reasonable costs incurred preparing the item for shipping. Because of the high level of care taken

in packaging, most materials are unable to be re-used. As a courtesy, we will NOT charge you for the labour involved.

- Sometimes, you will send an order with requests that require special treatment or ordering in of specific materials, for example ordering a particular framing moulding. If we have incurred non-retrievable costs meeting your requirements, your refund can be made in full LESS those costs.
- We will ALWAYS endeavour to refund as fairly and fully as we can.

4. AFTER receipt of purchased item(s) at destination:

WRONG ITEM or ERROR IN WHAT WE'VE DONE FOR YOU:

Advise us immediately so that we can clarify what the problem is.

Once that is sorted, send it back, we'll make it right and send it to you again – with our sincerest apologies.

No charge to you and we'll meet your reshipping costs.

If you wish to exercise a refund instead, upon safe return of the item, a refund will be made in full, including your shipping costs.

AFTER receipt of purchased item(s) at destination:

DON'T WANT IT:

See above re Selection.

WIW may consider exchanging the item for one of similar value. Let's talk.

WIW Return Policy

The Return Policy is based on the following premises:

PREPARATION:

All goods supplied by WIW are subject to rigorous inspection and quality control prior to shipping. All goods are placed into the responsibility of the shipper in excellent condition.

We package so that your goods will arrive safely. The packaging/protective materials we use are described on our website (russellperryart.com/packing-postage/). Framed works have multiple layers of protection within their packaging.

We make the assumption that shipping agents will take reasonable care of the goods consigned to them. Labelling clearly identifies that nature of enclosed content. We use shipping agents of established sound reputation.

Despite the hard work that goes into protecting your purchase, goods sometimes are damaged or lost during transit.

Good shipping arrangements will include tracking and insurance cover.

Considerations and Procedures

We do ask that if you wish to discuss damage or replacement with us, you do this within 3 days of receiving the goods.

If the damaged item is one we may be able to replace or repair for you, we may want you to return the item to us. For a return, we will supply you with a Return Authorisation label. You must use this label.

FOR ALL DAMAGE:

Return items must be re-shipped in original packaging or packaging as good as or better than that supplied by WIW. WIW recommends you use original packaging.

- Take all reasonable steps to reduce further damage.
- If you use original packaging, identify, initial and seal with clear packaging tape any existing damage to that packaging. We also recommend you photograph the parcel before you ship it. Both steps are useful in the case of shipping damage during return transit.
- Risk of loss or further damage to the goods will not be assumed by WIW until the item has been received at our delivery address. We too will photograph and record shipping and product damage upon arrival.
- Risk of loss or damage to the goods will not be assumed by WIW until the item has been received at our warehouse.
- Return shipping arrangements and shipping costs for transit (or post transit) damaged goods are the responsibility of the customer.

DAMAGE DURING SHIPPING:

Advice: You are advised to carefully inspect the package immediately you receive it. If it is possible, do this in the presence of the delivering agent. RECORD DETAILS – date, time, agent name, agent company, condition of package, specific damage. Photograph the damage. Keep all the original packaging materials. Some carriers will require proof of damage for insurance purposes.

Please advise of shipping damage. Send us photographs. It is always helpful to us to know what happened: that will inform us whether we need to review our packaging process or use a different carrier.

DAMAGE POST SHIPPING:

If you think we can help, do get in touch. Obviously, original works cannot be replaced. It may be possible to replace prints or photographs.

SERVICE: ADDITIONAL PACKAGING

If a customer requires a greater level of packaging protection than WIW describes, the customer must convey that requirement to WIW by EMAIL or CONTACT FORM (Website) at the time of purchase.

1. You will pay for the item at the time of ordering AND
2. You will pay shipping costs, also at the time of ordering. The shipping funds will be held against the eventual cost of additional packaging arrangements.
3. We will receive your request for additional packaging.
You, the customer will describe in clear and readily understood language what further packaging protection is required.

WIW reserves the right to interpret that requirement.

4. In response, WIW will:
 - Furnish a quote — within 5 business days — using locally sourced materials to meet the requirement
OR
 - Advise that the requirement is beyond the reasonable resources of WIW to meet AND suggest an alternative option
OR
 - Transfer the responsibility for meeting additional shipping/packaging requirements into the hands of the purchaser. This may – or may not – mean that we will refund a portion of your
5. Should you accept our quoted costs, you will be required to pay the additional costs less shipping costs already paid for.
Should you decline our quoted costs and want to make your own arrangements, you will be refunded the shipping costs already paid for.

Otherwise, we will dispatch the goods using the standard packaging arrangements.

NOTES:

Additional packaging will delay shipping.

Costs for additional packaging to be carried out by WIW must be paid for by you before packaging can commence.



BACK ORDER POLICY

From time to time, our stock may run low. If you order an out-of-stock print or photograph from us, we will email you when we expect that product to be available. The delay is usually very short and you will be among the first to receive the item.

If the delay is unacceptable to you and you have paid for the item, a full refund will be made immediately you advise us to do so. Products on back-order will be shipped using the shipping method you chose. If you would like to change your shipping method, please send an email to icthyurus@gmail.com and we will change it for you.