



Mirror installations and sculptural works in wood

## Terms and Conditions

### The Commissioning Process

For bespoke commissions I request a 30%-50% deposit when the contract is agreed, depending on the value of the commission. The deposit allows me to purchase the materials and fabricate the work and it includes the initial design fee. The remaining payment is payable prior to shipping. I work closely with all clients when preparing a bespoke work of art and will keep you updated with documentation and time scales of the work. Clients are welcome to visit the studio to see the work as it progresses. I will also install the work depending on location. Lead times vary and as the works are handcrafted can take from 2 weeks to several months to complete a commission.

### Timescales

When agreeing a commission, I will endeavour to meet a client's desired delivery date, however, with the nature of the crafting involved and the bespoke material requirements, this is not always possible. I always ensure my client's are fully aware of anything impacting the desired delivery date.

### Payment Terms

All prices are quoted in UK £Sterling and payment must be made via BACS or PayPal. For quotes provided in other currencies, full payment must be made upon agreement of the commission to avoid any exchange rate changes at subsequent payments.

A commercial invoice is provided when payment is due.

### Duty and customs

Customers are responsible for any duties and/or taxes levied at the point of entry into the destination country, and should therefore ensure they are aware of any applicable charges.

You shall not be entitled to cancel your order on the basis of unforeseen duties or levies.

### Returns Policy

Items that are personalised, bespoke or made-to-order to your specific requirements are non-refundable. If a fault is identified, I will endeavour to resolve the fault in-situ before accepting a return

### Insurance

During delivery insurance is provided by the nominated shipper

Due to the value of commissions, clients are recommended to ensure that they have adequate insurance for the item in its installed position. I (Lee Borthwick) accept no liability for damage or loss after delivery.



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**Guarantee**

During the first 3 months following delivery, I will guarantee to repair or replace faulty parts. After this period, repairs and replacements will incur a charge.

**Disclaimer**

All works are hand sculpted and constructed from natural materials and as such imperfections can occur. No two pieces are ever the same.

**Delivery**

All prices are given for guidance only. Delivery costs on bespoke artworks will be assessed when quoting the commission, and will be subject to change (the true dimensions and weight of the artwork will not be known until completion of the piece). All international deliveries are sent via FedEx where applicable.

Larger scale pieces may require a professional art handling service and as such a quote will be provided before the commission is accepted.