



Custom Artwork Policy & Agreement

This policy applies to all products customised for you.

Each piece of custom artwork is made to order especially for you. Ordering a piece of custom artwork is a personal, one-of-a-kind item that can add a touch of warmth to your home and makes a unique gift for someone special.

Ordering and Receiving your Custom Artwork

Once you contact us through email or inquiry, we will immediately contact you to discuss the artwork's requirement that you want to be customised.

We will ask you for information about the size and orientation of the artwork, special characters, assigning colour choices (if ordering more than one piece of custom artwork at a time), image reference, and others. You can also check some of our available artwork and archive pieces to have an ideal size, style, and price bracket that we have from our gallery.

Once details are finalised, we will send you a quotation for the customised artwork job.

Once your custom order has been approved and placed, you have to send a 50% down payment of the agreed quotation. We will send the bank details where you can send the money by email.

Once the down payment is received, we will send an email from SERGIO BORJA via email within 24 to 48 hours. The email address used to contact you will be the same on our website.

We will start with a draft sketch of the idea that we collaborated on, and we will provide you one (1) opportunity to make any revisions to your custom artwork. Further modifications will be subject to additional costs. All revisions must be in writing. Suppose no revisions are required, or you are satisfied with your custom artwork after corrections are made. Final approval must be provided by affixing the client's signature on the last approved sketch idea. Then, from there, we will start the work from our side.

Processing and shipping will not proceed until final approval/ 50% down payment/ remaining full payment will be provided.

Delivery Period

Once approval has been provided, please allow one 30 days to process and send your custom artwork to you via customer pick-up/delivery/shipping. Delivery within Australia is free of charge except for international shipment. Shipment international will be charge to the customer. Please see the **Shipping and Delivery (Australia and International) and Refund and Exchange from Our Artwork Services** for further information.

Processing times may increase during holiday and peak periods. Notification of longer processing times will be posted on the shop website and social media channels (Facebook and Instagram) before you place your order. You will also be notified via email if your order processing time will be longer than the standard processing times and provided with an option to contact us with any queries regarding your order.

Returns and Refunds

There are no refunds or returns on any custom artwork products. However, if an item is damaged during transit and arrives in an unusable condition, please see the "Damaged Items" section of the **Refund and Exchange from Our Artwork Services** for further information.

Once an order has been placed, it can't be cancelled. Please read the **Refund and Exchange from Our Artwork Services** for more information regarding returns and refunds.

Copyright and Artwork Usage

Custom artwork is made specially for you and is for personal use only. If you would like to use any artwork created by Sergio Borja for commercial purposes, please contact us to discuss your requirements.

Mass production, selling, file sharing and commercial use of files/artwork are not permitted. You may not resell, copy, reproduce, distribute by electronic means or profit in any way from this design.

Copyright for all design, artwork and creative material belongs to Sergio Borja.

Please **contact us** or send us your inquiry if you have any other questions about our policy.