

## Charli Andrews – Commission Terms of Service

Last updated: June 2025

By commissioning me, you agree to the following terms:

---

### 1. General Information

- All artwork is created by hand using oil paints, typically on board or canvas.
  - Commissions are for **personal use only** unless otherwise agreed.
  - I reserve the right to decline any request that I feel is not a good fit or violates these terms.
- 

### 2. Payment

- For commissions under £500: **Full payment upfront** is required.
  - For commissions £500 and above: **50% deposit upfront**, with the remaining 50% due before shipping.
  - Payment is accepted via PayPal or bank transfer. Other methods may be discussed on request.
  - Prices are listed in GBP (£) and do not include shipping unless stated.
- 

### 3. Timeline

- Typical turnaround is **3–6 weeks**, depending on size and complexity.
  - If you need a painting by a specific date, please mention this when enquiring.
  - I will keep you updated throughout the process with progress photos where applicable.
- 

### 4. Revisions

- A general concept or composition may be discussed before painting begins.
  - Once painting has started, **major changes may not be possible**.
  - Minor adjustments (such as softening or enhancing certain features) may be made if time allows.
  - Significant revision requests after completion may incur additional charges.
- 

### 5. Shipping

- Paintings are carefully packaged and shipped with tracking.
- UK shipping is included in most prices. International shipping will be quoted separately.

- I am not responsible for delays or damages caused by the postal service, but I will help where I can.
- 

## 6. Cancellations & Refunds

- If the commission is cancelled **before** painting begins, a refund may be issued.
  - Once the painting has started, **commissions are non-refundable**.
  - If I need to cancel for any reason, a full refund will be issued.
- 

## 7. Usage & Copyright

- I retain the rights to the artwork and may share it on my social media or portfolio.
  - You may post the final image online, but please credit me where appropriate.
  - Commercial use (e.g. album covers, merchandise, or resale) requires separate terms and pricing.
- 

## 8. What I Will & Won't Paint

✓ People, pets, characters, portraits (real or fictional)

✗ Hate content, AI-generated requests, NFTs

If you're ever unsure, just ask, I'm happy to chat through ideas.

---

## 9. Respectful Communication

I aim to work closely and professionally with every client. I appreciate kindness, patience, and clear communication throughout the process.

---

### Contact

Email: [charliandrewsart@gmail.com](mailto:charliandrewsart@gmail.com)

Website: [www.charliandrews.com](http://www.charliandrews.com)

Instagram: