

Terms and Conditions of Sale

Prices

We aim to make the prices payable as clear as possible for items on my web site. Should an error in pricing be discovered, I will contact you to discuss the matter before processing and accepting the order. All prices are expressed inclusive of any VAT payable unless otherwise stated. All prices include delivery unless stated otherwise include delivery within the UK. Please email myself for price of deliveries outside the UK.

Availability

If for any reason I am unable to supply a particular piece, I will notify you as soon as possible.

Delivery

All items are dispatched to the address specified during the checkout process.

It is my aim to have all orders fully shipped within 30 (thirty) days of your order. Even with this aim, we shall not be liable for loss occasioned by delay in delivery arising out of any cause beyond our control.

Cancellation

Orders that have not been dispatched can be cancelled at any time before shipping by contacting myself by email.

After the order has been shipped, you have the right to cancel your order up to 7 (seven) working days after the day following the delivery, again by contacting myself by email. All items must be returned at your cost to us at Hendra Farm, Mitchell, Newquay, Cornwall. UK. TR8 5AZ. I will refund any monies paid through the same manner as they were paid within 30 (thirty) days of receiving your cancellation request, less any shipping charges we original billed for.

If after informing us that you wish to cancel your order you have not returned the products within 21 (twenty one) days of your cancellation, we will make a charge in respect of the cost of recovering the goods. If you do not return the goods or fail to make them available for collection within 30 days of your notice of cancellation, you will be deemed to have accepted the goods, at which point a new purchase contract will be made and you will be charged for your order at the price set out on the web site.

All prints or originals returned must be in the same condition that we dispatched them to you in.

Returns

If for any reason you are not fully satisfied with your purchase, you can return any item within 7 (seven) working days of receiving the delivery. This is classed as a cancellation and are processed under our cancellation policy.

For shipping mistakes please email customer services of your intention to return a piece along with the reason for the return. You should return the product to us along with proof of postage costs, which we will refund, to the address indicated by customer services or the address listed in the Customer Services area.

trevordawes.co.uk regret that we cannot be held responsible for non-delivery of returned goods so we recommend you use the insured delivery service, Special Delivery from the Royal Mail, which is available at Post Offices.

Important Information about returns;

- The artwork must be returned repacked in the original packaging.
- trevordawes.co.uk regret that we cannot be held responsible for non-delivery of returned goods so we recommend you use an insured delivery service, e.g. Special Delivery from the Royal Mail, which is available at Post Offices.
- If a piece has been returned for any reason other than a mistake we've made, you will be refunded the cost of the goods but not the return postal charges.
- Your statutory rights are not affected.

Payment

I accept payment from the following methods;

- The Secure Online Paypal
- Cheque or Postal Order

Please make cheques payable to Trevor Dawes. All items will commence processing for shipping after cheques have cleared (approximately 3-5 working days). To order when paying by cheque without using Paypal – please email your preference to **artist@trevordawes.co.uk** stating your delivery address and contact details. This will also secure the artwork/print for 14 days. For orders to be shipped outside the UK an additional delivery charge will be made which will include insurance. The full price will be quoted by email.

Customer Services

If you have any order queries please contact me at;
artist@trevordawes.co.uk or call **+44 (0)1872 510947**.

These Terms and Conditions do not affect your statutory rights.

Please feel free to contact us with any queries