TERMS OF SERVICE

Canvas Pet Portraits (acrylic paintings on stretched canvas)

By commissioning me, you are agreeing to the following terms and conditions:

General:

- Terms of service and prices are subject to change at any time. You are only subject to the ToS and prices agreed upon at the time of payment.
- Must be 18 or over to commission me.
- I reserve the right to cancel or reject a commission for any reason.
- Canvas portraits must be requested through DMs or email.

Payment Policy:

- I will send an initial quote outlining the estimated price in CAD at the time of request via PayPal or Stripe (your choice).
- A 50% deposit on the initial quote is required to secure a commission slot and begin work.
- A final payment invoice will be sent once the commission is completed and accepted by you, and must be paid in full before I ship the piece.

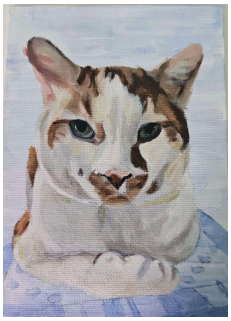
Deadlines and Process:

- Turnaround time is 1-2 months, depending on the painting's size and complexity. I will provide regular progress updates and indicate any delays.
- I will honour up to 3 revision requests for free. Additional revision requests will cost 5% of the base price of the commission.
- Changes after completion are not guaranteed and may cost extra.
- If you request a commission with a tight deadline, I may add a rush fee of up to 25% of the cost of the commission, depending on my current workload.

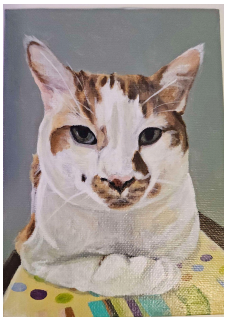
Example Progress updates:

(Sketch)

(Underpainting)



(Base Colours)



(Finished Piece)

Usage Policy:

- I retain all copyright and intellectual property rights to all my artwork, unless otherwise discussed and confirmed. Please credit me if you share my artwork.
- I may post and share commissioned artwork unless you request privacy.
- Commercial use, unauthorized reproductions, merchandise and NFTs are not allowed. **Do not use my artwork with AI tools or for AI training.**

Shipping Policy:

- Shipping will be discussed before paying the deposit and confirmed at final payment. Shipping prices are always separate from the commission price.
- Shipping times vary widely but generally range from 4-7 business days for Canada and the USA, and up to 3 weeks internationally.
- International customers are responsible for any applicable import duties, taxes, brokerage fees, or other charges imposed by their destination country, unless otherwise discussed and confirmed with me.

Lost or Damaged Shipments:

- If your artwork arrives damaged or appears lost, please contact me immediately and provide any requested documentation. Do not throw out any damaged packaging or art. If the artwork is confirmed lost or arrives damaged, we will determine an appropriate solution, such as a refund or replacement where feasible.
- Shipping problems will be handled on a case-by-case basis.

Cancellation and Refund Policy:

- Cancellations will receive a refund based on the amount of work completed.
- Full refunds will be given if I have to cancel for any reason.
- Completed commissions are non-refundable, except in extreme circumstances, such as confirmed lost or damaged artworks during shipping.

Communication Policy:

- You are responsible for providing accurate information and necessary references needed to complete and ship your commission.
- Delayed responses may extend turnaround time or result in automatic cancellation.
- Please contact me with any questions, concerns, or requests.

Contact:

Instagram: @riverbee_art
Facebook: @RiverBeeArt
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