



## TERMS & CONDITIONS

### Illustrations

Illustrations are copied exactly from photographs sent by clients to Wedding Picture. All backgrounds and colour from photographs are left out leaving just an illustration of the wedding couple.

### Photographs

Submitted photographs for illustration should not be blurred, out of focus or too far in the distance making it difficult to see fine details. The higher the quality of the image supplied the better the portrait created. All photographs should ideally only have the wedding couple in the image. If there are additional persons in the photograph they will be left out of the illustration.

### Conditions of Sale

As each illustration is bespoke clients cannot be refunded for Commissioned Illustrations or Gift Vouchers. All sales are final. Gift Vouchers are valid for 24 months from the date of issue or wedding date.

### Illustration Returns

As each illustration is bespoke, returns are problematic. However, we want every client to love their illustration, so if you are truly unhappy with your illustration, please email the illustrator at [natalie@wedding-picture.co.uk](mailto:natalie@wedding-picture.co.uk) and she will do her very best to help.

### Packaging & Shipping

Wedding Picture aim to send out orders within 14-21 days from date of order / cleared funds. All gift wrapped illustrations are protected in bubble wrap and placed in a parcel postal box covered in heavy duty brown parcel paper. Every effort is made to get your delivery there safely, however, if your parcel is damaged on arrival, please contact the illustrator within 24 hours of receiving. Natalie will do her very best in sorting out the problem quickly! In most cases photographic imagery will be needed for proof of damage.

### Use of Illustrations

Wedding Picture reserves the right to use images of completed illustrations for marketing purposes via its website or social media pages. No photographs of clients or their full names will be used.

### Copyright

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