

Terms & Conditions

Orders

All orders are subject to acceptance and availability. We reserve the right to:

- not to accept your order in the event that we are unable to obtain authorization for payment
- refuse to process and accept a transaction for any reason
- refuse service to anyone at any time at our discretion
- issue refunds at any time prior to delivery of artwork
- correct any errors as necessary and also to withdraw a product from sale

We are under no obligation to accept or fulfil a purchase of an artwork that was advertised at an incorrect price

Occasionally, an error may occur. If you order an artwork that is priced or described incorrectly for any reason, we will email or telephone you to inform you that we have not accepted your order and we will not be obliged to supply the goods at the incorrect price.

In this instance, if you have already paid for the artwork, we will at our discretion, cancel your order and refund the full amount as soon as we are able, or, endeavour to contact you to ask whether you wish to continue with the order at the correct price/description.. In the event that artwork is recalled in transit, we will process your refund once the artwork has been returned to us.

Pricing

Prices are subject to change. It is common with editioned prints that their prices may rise and change rapidly as the edition begins to sell out. Therefore, the price for an edition already in your basket may change during the shopping and checkout process. The actual price payable is the price at which your order is accepted and confirmed.

While we endeavour to show accurate availability of stock, levels are subject to change and in the unusual event of any order being placed for an out of stock edition a full refund will be given.

Shipping

Shipping is Free. We can deliver to any UK address.

We are currently unable to ship to Europe or Internationally.

Please allow 3 - 5 business days for us to process, pack and ship unframed small works. For large scale works such as paintings or tapestries, delivery could take up to 28 days.

We use Royal Mail to ship your order. This is a fully trackable secure service which requires a signature on delivery.

All work will be packed in wide postal tubes, loosely rolled with an inner tube of acid free tissue for extra protection.

Returns & Refunds

If for any reason you are unhappy with your purchase, please inform us by emailing enquiries@roderickandjones.com within 3 days of receiving the artwork.

The customer is responsible for returning the artwork to our address within 14 days of receiving your purchase. Please note that returns must be made in original packaging.

When the artwork has been received, it will be checked. If it has been returned in perfect condition, payment will be issued within 30 days. An option to receive a credit towards another purchase will also be offered.

Roderick & Jones reserves the right to issue refunds at any time prior to delivery of artwork