



STEVE WILDE – PURCHASING/SHIPPING FAQs

PURCHASING & SHIPPING

I want you to be happy with your new art. If you have any questions please contact me in advance at stevewilde@stevewilde.com

Every care has been taken to show the artwork as accurately as possible with regard to size and colour. The image you see online may show a difference due to slight variation between browsers, devices and screen settings. Any variation between the image represented and the actual artwork is not deemed a fault and slight inconsistencies will not be a valid reason for return. I am happy to provide additional photographs or a video viewing.

Ordering

How is my payment handled?

Payments are taken through PayPal in British Pounds Sterling. You do not need to have a PayPal account to purchase; you can use the PayPal service to pay with your regular debit or credit card. We do not store any of your debit/credit card details.

Purchasing with a deposit

If you would like to purchase an original painting over £300 you are welcome to purchase in stages. As the value of my work grows I understand this can be a helpful option. A 50% deposit is payable to hold your painting. The balance can be paid the following month or in 2 or more monthly payments. Please contact me if you are interested in arranging this.

This is not a credit scheme, but an arrangement on trust, at no extra cost to you. Usual shipping costs and return policy will apply.

Shipping

Original paintings will be packed and shipped within 5 working days. Within the UK pieces are sent by Royal Mail, Parcel Force or courier depending on size and weight. Most UK deliveries arrive within 2 days from time of shipping. Please allow 7 working days in total. If you need delivery by a specific date, please contact me first to make sure it can reach you in time. There may be an extra charge for rush deliveries according to your requirements.

If you live within the Greater London I can deliver the painting to you personally. If you are further afield but would like to collect in person please let me know and we can work out a time to meet. My home is in London SW2.

Is Shipping included?

No, it will be calculated before purchase, depending on the weight of the painting and its destination. I appreciate this is a high value purchase and a piece of work I have spent much time on, so it is important for both of us to make sure it is transported safely.

Can you ship internationally?

Yes, I can ship to most countries, although it will take longer to arrive depending on your location. Overseas shipments (outside the UK) may be subject to import duties and taxes according to the laws of the destination country. Any additional charges are at the customer's expense. We have no control over these charges and accept no

responsibility for additional charges. Shipping costs contribute towards packing supplies, labour and transit fees.

Returns

What if my painting arrives and I don't like it?

I want you to be fully happy with your new artwork so I offer a Buy-Back agreement. If an original painting is not as you expect, you have 14 days to contact me by email and request a refund. Once a return has been agreed, you are responsible for packing and arranging return delivery using the same service it was sent to you. Once the piece has been safely returned I will refund your payment within 14 days.

What if my painting arrives damaged?

All work is carefully packed and wrapped. If you receive a work that has been damaged in transit, please contact me within 7 days with a photograph.