

Terms and Conditions of the Shop

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This disclaimer will apply to all artists and customers buying and selling in the online shop.

Ordering

Any order received for Goods will be seen to be an offer by the Buyer to purchase the Goods in accordance with these Terms and Conditions and is subject to acceptance by the Seller who may choose not to accept the order for any reason. When placing an order through the Web site, the technical processes that the Buyer needs to follow are clearly indicated on the web site pages.

For purchases of goods in stock: if you are a consumer you have the right, in addition to any other statutory rights, to cancel the contract and receive a full refund by informing the 'Seller' in writing or by email within 7 working days of submitting your order. You have 14 days to return the goods to the seller for a refund, or an exchange if a suitable replacement is available and acceptable to you. You are entitled to receive a full refund of monies paid for the order within 30 days of cancellation.

Pricing and Payment

The price of the Goods will be clearly stated on the Sellers shop pages. The total purchase price, including any delivery charges and VAT (if applicable) will be displayed to the Buyer before confirming the order. After the order is received the Seller will confirm by email the details, description and price for the Goods ordered. If these are different to the

details, description and/or price shown on the shop pages the Buyer will be entitled to cancel their order. Payment of the total order price including delivery charges must be made in full before dispatch of the Goods in accordance to these and the sellers terms.

All prices on the shop pages are in Pounds Sterling, and all payments must also be made in Pounds Sterling or as stated by the individual artist.

Registration

You warrant that the personal information you must provide when registering as an artist or customer is true, accurate, current and complete in all respects. You agree not to impersonate any other person or entity or to use any false name or any name that you are not authorized to use.

Rights of Seller

The Seller reserves the right to amend the price and specification of any goods advertised on their shop pages at any time. The Seller reserves the right to withdraw any goods from their shop pages at any time.

Quality of Goods

In accordance with the Sale of Goods Act, the seller must supply goods that are of a satisfactory quality. This means Goods must be of a standard that a reasonable person would regard as satisfactory, the description of the goods, fitness for the purpose for which goods of the kind are supplied, and the appearance and finish, therefore the Seller will ensure that the Goods will correspond to the description given by the Seller at the time of dispatch.

Dispatch, Delivery or Collection We hold no stock at SAOS, the artworks

are sent direct from the artists. The seller agrees to the following: **Dispatch of in stock Goods within 7 working days of receipt of the order** The Goods must be safely packed to prevent damage in transit and a reliable insured courier or delivery method must be used to help prevent an occurrence of loss or damage.

When you purchase Goods for delivery you will:

Accept delivery of the Goods and sign for it if required.

Be charged for delivery unless advised that the price quoted includes delivery charges.

You may collect the Goods from the seller, contact the seller to confirm collections are possible and to arrange a suitable day/time.

International Orders

If you are ordering from outside of the UK you may be liable for import duties, to which you are responsible for payment. Please contact the seller for information on international shipping.

Refund Policy:

The Buyer must inspect the Goods immediately upon receipt and must notify the 'Seller' within 48 hours of delivery if the Goods are damaged or do not comply with the Contract. If the Buyer fails to notify the 'Seller' or return the Goods within 14 days then the Buyer will be deemed to have fully accepted the Goods.

If the Goods are damaged or defective, the Goods will be returned by the Buyer to the 'Artist'. The Buyer will be entitled to receive a full refund

(including delivery costs) plus the postal cost of returning the Goods by insured delivery.

If you are a Consumer, you have the right, in addition to any other statutory rights, to cancel the Contract and receive a refund by informing the 'Seller' in writing or by email within 7 working days of receipt of the Goods. When any Goods are returned the Buyer must notify the Seller that the Goods are to be returned and return the goods within 14 days. In this instance, Goods must be returned to the 'Artist' at the Buyers own cost and should be sent by insured delivery. The Buyer will receive a full refund of all monies paid for the Goods (less delivery charges) within 30 days of cancellation.

If returned Goods are found to be damaged which is the fault of the Buyer, the Buyer will be liable for the cost of repairing such damage.

Copyright:

In accessing these web pages, you agree that you will not download content. No part of this web site may be reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior permission from SAOS or the relevant artist.

Artists agree that the artwork that they have for sale in the shop pages on surreyopenstudios.org.uk is their own original work and as such these artworks do not infringe the copyright or other intellectual property rights of any other parties.