



POLICIES

COPYRIGHT

We as professional artists feel strongly about protecting other artist's copyright – which is their livelihood. We know our clients will also wish to respect Federal Copyright Law. A signed copyright form must be completed prior to painting of your image. You must have ownership rights to the image submitted for commissioning. If it is a personal snapshot, you will sign the copyright release as the artist (because yes, you are an ARTIST!).

If it is a professional photographer's image that you have purchased, you must show proof of copyright release indicating that you have rights to the personal use of the image. The studio name and photographer's name must be completed on the form, along with contact information. A copy of the release must be submitted with our copyright form. We work with many professional artists and may be able to assist you in obtaining the necessary copyright release – please let us know if you need our assistance. We reserve the right to refuse photographs that are professionally done if no copyright release is given by the professional artist.

PAYMENT

A deposit of \$100 is due and payable before we can begin your artwork. You will receive a low resolution, watermarked proof via email for approval. Proofs must be approved within 5 working days. Order and payment is due upon approval of the proof. If proof is not approved within 5 working days, the deposit is fully earned and considered to be the artwork fee. We will keep the artwork on file for 60 days before being purged from our system if no order is received.

REFUNDS

We want you to be 100% fully satisfied with your artwork. After all, we want you to be proud to display your new Art from Real Life and share it with your family and friends. If, for any reason you are not satisfied with your art piece after we provide you with the proof, we will re-work the art piece one time (prior to printing) for no charge. Any changes to the art piece after the first rework will be subject to an additional fee. Once the piece is printed, we cannot make changes to the art without an additional fee for reprinting. If you are not fully satisfied with your art piece, we will refund your money, no questions asked. We stand behind our product and our clients. For the record, we've never been asked for a refund once a piece has been delivered. Our goal is to keep that record intact!

DUPLICATE ART WORK

Once the art is viewed by a grandparent or sibling (or close friends even!) the question has been asked about duplicate art. We would be thrilled to provide a duplicate of the piece to you for 50% off. It must be the same size and must be ordered at the same time as your order to enable us to extend this extraordinary discount.

SHIPPING

Shipping costs vary by location and generally range between \$10 and \$25 depending on the size and weight of the artwork.