

Terms & Conditions

The terms and conditions mentioned below apply to all purchases from DGimagery.com.au. Please read and understand these conditions before you place your order with us, if you are unsure or have any further questions please contact us at DGimagery@hotmail.com. Once a purchase has been made we are under the presumption that you understand these terms and conditions and no exceptions will be made.

Delivery

Delivery of artworks generally take a maximum of 3 weeks in the Perth general area. Depending on the size of the order.

Postage costs can be deducted if you arrange pick up prior to your order being placed, we suggest letting us know via email BEFORE you place your order.

Allow a maximum of 4 weeks for delivery within the rest of Australia.

We may be able to supply prints in a very short period of time if required, please contact us if you have a vital date that the print is required for.

Product Care

Artworks should be cared for properly to maintain the quality of the print, please ensure the following steps are taken to maintain their shelf life:

- 1) Don't not hang in outdoor areas
- 2) If cleaning/dusting, use a dry cloth only (a wet cloth may cause ink smudges or mould growth later on) and only brush the surface extremely lightly with no pressure
- 3) Do not hang/store in areas with strong exposure to sunlight, excessive sunlight may cause print fading, small amounts of sunlight will be fine.
- 4) Ensure artwork is properly protected if transporting (we suggest bubble wrap), knocks and excessive pressure will cause damage.

Repairs

Repairs required will be paid for by us if you report them within the first 48 hours after delivery has been made.

If the repair is required after the first 48 hours after delivery we will not be liable for the costs involved, but we will be happy to arrange a repair service for you.

It is vitally important that you **check your artwork as soon as it arrives**. Please check for:

Canvas

- Staples correctly inserted (rear of canvas)
- Canvas stretched tight (not hanging loosely)
- Canvas ink not chipped or scratched
- Canvas wooden frame is securely fixed together
- Hanging string is fixed and secure

Frames

- Glass is not chipped, cracked or broken
- Frame is not chipped, cracked or broken
- Hanging string is fixed and secure

Prints

- Paper is not creased or bent or torn
- Ink is not scratched or marked

Refunds

We do not offer refunds, unless your artwork arrives with damage or a defect (see checklist above).

If our artwork has a defect or damage we will need to be notified within 48 hours from the delivery date. We will require proof (photos) of the damage or defect and request you return the artwork if this is the case. We are not liable for repairs or refunds after such time.

A replacement artwork option can be supplied if you do not want a refund or repair.

Deciding you do not like the look of the image, or wanted a different image from the one you purchased will not be a sufficient reason for a refund.