

Terms and Conditions

We hope that our limited edition print ordering service is straightforward to understand. To keep you in the picture about how we expect to do business, take a look through this section – if your query isn't addressed here please email artwork@lukejerram.com

Ordering

When you place an order with us online, Paypal will automatically send confirmation of your payment. As soon as is possible, a member of our team will email you to confirm the order, including your print edition number (used as an order number) and your details for delivery. If you DO NOT receive this confirmation from us within 3 working days of placing an order, please email us on artwork@lukejerram.com or telephone us on +44(0)117 3703376 and we'll come to the rescue. Obviously your order is very important to us and our customer care is a personal matter.

Delivery

The UK charge for postage and packaging is £10.00 and for the rest of the world is £20.00. Once an order is confirmed, prints will be made, then signed/dated/editioned by the artist, packed and shipped out to you. Prints are sent via Royal Mail Special Delivery – please allow up to 4 weeks to receive the order.

Returns Policy

Our limited edition prints carry a full money back guarantee.

Any print you order can be returned for replacement or refund within 14 days of the date it was shipped, provided it is returned in new condition with all the original packaging materials.

The print must be returned by ROYAL MAIL SPECIAL DELIVERY (or equivalent national postal service if from outside of UK) which guarantees next day delivery and is insured whilst in transit. If posting from outside of the EU please ensure that the print is marked as 'returned goods' and NOT a 'gift'.

We will exchange/refund the original purchase price of the print returned less delivery costs.

Remember to include your name and address, along with details of whether you'd like a refund or a replacement.

- Prints returned to us arriving damaged, or lost, will not be credited
- Prints damaged in transit to you will be replaced at no cost with free delivery
- Please inform us of damages within three days of receiving the order and return the complete package, together with the damaged item

We hope that you enjoy your print and if you have any queries please contact us.

artwork@lukejerram.com

Privacy Policy

We do request personal information such as your name, email address, home address etc during the purchase process. We need to collect this information to ensure smooth delivery to you, but you are under no obligation to provide any personal data if you don't want to.

We won't publish, give, sell or rent your data to anyone, ever. We know we have certain obligations under the Data Protection Act 1998, and so we take good care to comply at all times with this and all

relevant UK and EU laws. We understand the issues and concerns surrounding the use of personal data in business, so we maintain very high standards and are accountable to you at all times.

We may contact you very occasionally via email about new artworks or offers - please let us know if you do not want to receive communications from Luke Jerram and we will take you off our list.

Disclosure

We will not publish, give, sell or rent your information to anyone, ever. However, we reserve the right to disclose user information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) Luke Jerram Ltd's rights or property, other users, or anyone else who could be harmed by such activities. We also reserve the right to disclose user information when we believe in good faith that the law requires it.

Security

Protecting the security of all personally-identifiable information associated with our guests is of the utmost concern to us. Once we receive your transmission, we will take reasonable precautions to ensure its security on our systems. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we take all reasonable steps to ensure the security of our users' personal information and maintain their privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of such personal information.

Your acceptance of the terms of this privacy policy

By using this site, you signify your assent to Luke Jerram Ltd's privacy policy. If you do not agree to this policy, please do not use this site. The terms of this privacy policy may change from time to time without prior notice to you, so please check this page periodically for any changes. Your continued use of this site following the posting of changes to these terms will mean you accept those changes.

Your account

By using this website you accept all responsibility for maintaining the confidentiality of all of your account details, including your password. This may involve restricting access to your computer to prevent unauthorised use of your account, as you will be held responsible for any activity that takes place under your registered account details.

Copyright

All content on this website including text, graphics, logos, images, and software is the property of Luke Jerram Ltd, or the copyright of the artist Luke Jerram, and is protected by UK and international copyright laws – please contact us regarding usage and distribution.

Governing laws

These terms and conditions are governed in accordance with the laws of England.

We hope that you enjoy your print and if you have any queries please contact us.

artwork@lukejerram.com