



# TERMS & CONDITIONS

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Bohanna Art may amend these Terms and Conditions at any time by posting the amended Terms and Conditions on the Bohanna Art site. The term Bohanna Art or 'us' or 'we' refers to the owner of the website whose registered office is at Bohanna Griffin Associates Limited, 50 Summerleys Road, Princes Risborough, Buckinghamshire, HP27 9PW, UK. The term 'you' refers to the user or viewer of our website. The use of this website is subject to the following terms of use.

## General Terms

1. The content of the pages of this website is for your general information and use only. It is subject to change without notice.
2. The information provided and the opinions expressed in this website represent the views of the authors and contributors. They do not constitute legal advice and cannot be construed as offering comprehensive guidance to the Data Protection Act 2018 or other statutory measures.
3. Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the

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6. If you believe that your intellectual property rights have been infringed on this site please notify us. We accept no liability for infringements as a result of user generated content but we will take reasonable action to remove such content where possible.
7. Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
8. The services provided by us are not available to those under 18 years of age.
9. Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.
10. We reserve the right to refuse, suspend or cancel your access to the site at any time and without notice.
11. Purchased products advertised on this site are subject to the terms and conditions here.
12. Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## **Payment Terms**

We accept all major debit and credit cards including but are not limited to Visa Debit, Visa Credit, American Express, Maestro, MasterCard Credit and Mastercard Debit via Stripe. Card and contactless payments made during appointments are processed through Zettle. Deposits and booking fee payments are processed online via Wix through Stripe. All payment platforms are Payment Card Industry Data Security Standard (PCI DSS) compliant providers that use TLS (SSL) and HTTPS to ensure safe and secure payments processing.

## **Credit Payments**

Bohanna Art offers you the option to finance your purchase via PayPal 'pay in 3' or PayPal Credit. All credit terms are agreed to by you with PayPal directly, and Bohanna Art accepts no responsibility for the service provided by PayPal. Credit payments do not apply to the £250 appointment payment which must be paid in full via our website.

## **Non-Refundable Consultation Fee Terms**

All consultation bookings are non refundable due to the expense that would have already been invested by the Bohanna Art for your consultation. Therefore please ensure that you are happy with your date and time before confirming.

## **Cancellation/Reschedule Policy**

We understand there may be circumstances that arise that mean you will no longer be able to attend your consultation. We ask that you inform us at least 48 hours prior so we can reschedule. If you contact us less than 48 hours before the consultation date and time, we will assess these on a case by case basis. We will, where possible, offer you an alternative appointment but this can not be guaranteed.

Bohanna Art reserves the right to cancel or amend your consultation at any time if there are circumstances beyond our control. We will of course do everything we can to omit this outcome. If we are not able to change your consultation to a suitable alternative then we will issue you a full refund.

## **Refund & Exchange Policy on Finished Pieces**

Customers are obligated to ensure full payment is received by Bohanna Art when orders are signed and dated. By the nature of our business each order is bespoke and personal to each customer. Once orders commence a full refund may not be possible on the basis that our time and effort may have been invested to fulfil the order and bespoke orders may have been placed with suppliers and manufacturers. Bohanna Art cannot accept returns and exchanges because of the bespoke nature of each client's order. If products are found to be incorrect or faulty, we will replace them ensuring our clients are always 100% satisfied. All Bohanna Art products are British manufactured

using the highest quality materials and automatically have a 3-year guarantee against manufacturer defects.

## **Information We May Collect From You**

Bohanna Art is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website, on the telephone or face-to-face, then you can be assured that it will only be used in accordance with our privacy policy. Bohanna Art only processes personal data for core business purposes which has been obtained with opt-in consent, in accordance with The Data Protection Act 2018 and the General Data Protection Regulation (GDPR). If you provide your personal information and give us permission, we will use your data to maintain e-mail, telephone, and offline contact with you. Be assured it will be used only to support your relationship with us. We take seriously the trust you place in us and will not sell, rent, or lease your personal information to others. This is in-line with UK data collection policy.

## **Reshoots**

On the very rare occasion that a client should request a “reshoot” due to artistic or production reasons, Bohanna Art will endeavour to do everything in our power to ensure a successful outcome. However as with any artistic pursuits there may be factors outside of our control that prevent a satisfactory outcome for all concerned. We cannot promise or guarantee meeting all your personal or artistic preferences.

Any reshoot and subsequent time taken amending an order or liaising with suppliers will be chargeable at £250 per session. We will not deploy resources such as staff, equipment or a bookable space until a detailed quote for such work has been accepted by the client in writing or by email and paid for in full, in advance.

## **Image Copyright & License Terms**

Bohanna Art owns the copyright to all images taken and this never changes. We give customers full ‘license’ or permission to socially share images of all and any of their purchased images as they wish. For any further information or queries telephone the studio manager on or email us via

## **Manufacturing & Collection**

Upon placing an order, your products will be added to the manufacturing queue and our team will be able to give you an idea during your consultation of the current wait time. Manufacturing will not start until payment is made in full.

Once your item(s) are completed, we will contact you to arrange delivery or collection from our office in Princes Risborough.

Deliveries outside of the UK will incur an additional fee.

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