

TERMS & CONDITIONS

These terms of use apply to any individual (User) accessing Picartso.co.za (Company). By making a purchase on the Company website, you accept our terms and conditions. Should you disagree with these terms of use, please do not proceed with any purchase on the Company website.



Artwork

The User is responsible for sending their artwork to us, at their own cost and risk. Artwork should be carefully packaged to avoid damage in transit. These can be placed in an art folder (A3 and bigger) or a box. If need be, use binder clips to keep artwork together. Do not use elastic/rubber bands. Do not roll your artwork. Cover/wrap glitter art separately to preserve artwork and prevent glitter from spreading to other pieces.

Packaged artwork may be dropped off in-person by the User or couriered to our premises. Each package must be clearly marked with your child's name, your contact details/email address and order number (as per your invoice).

It may be necessary for the Company to manipulate artwork by removing items such as tape, stickers, clips, staples, glue, nails, string, or any other item in order to photograph the artwork as best as possible. Note: the Company will not reconnect or refasten any artwork that was necessary to disassemble.

Every attempt will be made to digitise your artwork, however, the Company may reject any artwork that is in bad condition.

Please note that the reproduction of any folded or rolled artwork may show creases, folds, rolls, pleats, tucks, lines, grooves, crinkles, wrinkles, scrunches or ripples. While every effort will be made to minimize these, some may remain in the final reproduction.

Variations in colours and shades may make the reproduction look slightly different from the original artwork, however, we will attempt to retouch the artwork as close to the original as possible. In some cases colours will be enhanced to achieve a more vibrant image.

We cannot accept additional artwork after your submission. Please ensure that you supply us with all artwork upfront.

Some images may be on their own page while others may be grouped together on one page.



Restrictions

The Company will not accept potentially hazardous items including, but not limited to, glass, health/medical related items, teeth, hair, and items with mould or bugs. Further, the Company reserves the right to refuse items it deems offensive, including but not limited to, items that the Company deems racist, prejudiced, violent, or pornographic.



Original artwork return

The Company does not return your original artwork unless you select a return service during your purchase. Artwork is recycled once the Artbook has been printed. Where a return has been selected, every possible precaution will be taken to return the artwork in the condition it was received. However, the Company cannot be held responsible for any damage to or loss of artwork while at our premises or in transit back to you. Note: all return artwork will be couriered at your own cost and no artwork may be collected from our premises.



Order cancellation

Cancellations may only take place 2 days after receiving your order. Upon cancellation, you will be refunded the amount you paid less a R250 cancellation fee. Upon receiving your artwork, your order cannot be cancelled. It can, however, be placed on hold until you're ready to proceed. Please contact help@picartso.co.za to inquire about cancellation.



Refund and replacement policy

The Company does not offer refunds. Faulty Artbooks or USBs will be replaced only if it is evident that they were damaged prior to delivery.



Marketing

Picartso reserves the right to use your Artbooks and artwork for marketing purposes, royalty-free. We will never use images of your children where their faces are visible.

