

ELLISON ART GLASS

Terms and Conditions

Conditions of sale

Payment may be made by cash, cheque or bank transfer. We do not have facilities for credit/debit cards. For commissioned work a 50% non refundable deposit is required on confirmation of the initial order, the balance to be paid on collection or prior to delivery arrangements.

The goods will remain the property of Ellison Art Glass Limited and ownership will not pass to the client until full payment is made, including delivery costs if applicable.

We recommend that all finished work is collected by or arranged to be collected by the client, but if requested deliveries can be arranged with an external third party parcel service at the client's own risk. In this instance glass will be packed between foam cushioning sheets and sealed in a plywood crate to minimise the chances of breakage or damage. Ellison Art Glass Limited accept no responsibility for any breakage or damage that may occur while the glass is in transit. All glass unloaded at it's final destination is at the client's own risk. It is the client's responsibility to ensure that facilities are available for receiving the glass at it's final destination. Transport and packing costs will be added to the final invoice.

Completed work being collected must be inspected and documentation indicating the goods are in good condition must be signed at the time of collection. Any claim for faulty or damaged goods must be made immediately on collection, and may be invalidated by an unclear signature.

All glass supplied is hand decorated and bespoke and as such all sales are final. It is the policy of Ellison Art Glass Limited that no goods may be returned and no refunds will be made.

All artwork supplied by the client for commissioned work is accepted on the understanding that the client owns the copyright of any supplied design, photograph or other image, or has sought and had permission granted by the owner of the copyright of the supplied design, photograph or other image.

All glass is supplied on the understanding that the client has knowledge of and will use the glass in accordance with all relevant British Safety Standards or local building and safety codes for non UK installations.

Further information

The price of any commission will vary depending on several factors, including size, type and thickness of glass, duration of consultation and research, complexity of the design, and fluctuations in the price of materials. All prices are therefore quoted for each individual job and price comparisons with previous or similar work undertaken by us or other companies should not be assumed by the client.

Commissions will normally be executed against the client's drawings and as such will be an interpretation of such artwork in a different medium. It should therefore be understood that this interpretation may lead to variation in the original design. Because of this difference we will undertake to point out where variation will occur and modify designs, if appropriate, with the client's agreement.

We may, from time to time, like to include work done on behalf of a client in our promotional material. Under these circumstances we would seek the client's permission.

All glass artwork produced by Ellison Art Glass is handmade and therefore no two pieces can be exactly alike. We specialize exclusively in the hand decoration of glass, including brilliant cutting and bevelling, and it is in the nature of all handmade products for variation and touch marks from tools to occasionally occur.

No automated glass processing machinery is used in the studio. All glass processing requiring automated machinery (for example cnc shaping, glass edging, laminating, toughening etc.) is produced by external third party companies. In all cases where external third party companies are involved we will have extensively researched their credentials to be sure that their craftsmanship is of a standard equal to ours.

Ellison Art Glass focus solely on the production and supply of artwork and do not install finished work into it's final location. Any competent glazier or carpenter will be able to install, and we will gladly advise any such person should the need arise.

Some internal and external areas of glass installation are considered 'critical locations' for safety reasons. This term is usually (but not exclusively) applied to doors, side panels, windows and partitions in certain areas, and where glass is used in these applications they must comply with the relevant British Safety Standards or local building and safety codes for non UK installations. Brilliant cut glass provided for these locations will be supplied on laminated glass. Toughened (also known as tempered) glass cannot be brilliant cut, nor can brilliant cut glass be later toughened. If toughened glass is specified, any artwork will be limited to sandblasting and painting effects.

Visits to the Ellison Art Glass studio are by prior telephone or e-mail arrangement only.

To pay a deposit please make cheques payable to "Ellison Art Glass Limited", or by bank transfer to Santander account: 22727329 sort code: 09-01-27. Please remember to quote your customer reference number.

By paying a deposit you are confirming that you have read, understood and agreed to all the above conditions and information.

Please retain these terms & conditions for your reference.

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