



Artcharter Limited

Terms & Conditions

*Last updated: June 2026
(Sections 1 to 15)*

Please read these Terms and Conditions before using the www.artcharter.co.uk website or conducting business directly with Artcharter Limited.

These terms & Conditions apply to all orders, quotations and services supplied by Artcharter Limited and apply to all clients placing orders with Artcharter Limited.

Access to and use of our services is conditioned on your acceptance of and compliance with these terms. These terms apply to all visitors, users and others who access or use the services in person or online. By accessing or using our services you agree to be bound by these Terms.

These Conditions shall apply to all contracts for the sale of goods and services by Artcharter Limited to the client to the exclusion of all other terms and conditions including any terms or conditions which the client may purport to apply under any purchase order, confirmation of order or similar document.

All orders for goods shall be deemed to be an offer by the client to purchase goods pursuant to these conditions and such orders shall be deemed conclusive evidence of the client's acceptance of these conditions.

Any variation to these conditions including any special terms and conditions agreed between the client and Artcharter Limited shall be inapplicable unless agreed in writing.

1. Definitions

1.1 'Artcharter Limited' is the seller & service provider.

1.2 'The Client' means the person or corporate body who buys or agrees to buy the goods and/or services from 'Artcharter Limited'

1.3 'Conditions' means the terms and conditions of business set out in this document and any special terms and conditions agreed in writing by Artcharter Limited;

1.4 'Completion Date' means the date specified by Artcharter Limited when the goods are to be completed and ready for collection or delivery.

1.5 'Goods' means all prints, proofs, packaging, mounting, framing and related products supplied to the client by Artcharter Limited. The quantity and description of the Goods shall be as set out in Artcharter Limited's quotation or any subsequently agreed amendment thereof.

1.6 'Price' means the price for the Goods excluding carriage, packing, insurance and VAT and as specified in the Artcharter Limited price list or Artcharter Limited's quotations, job estimates and invoices.

1.7 'Services' means all ancillary tasks including, proofing, colour correction, scanning, printing, finishing, shipping and all related services needed to satisfy the clients order.

1.8 'Artwork' means all digital files, images, designs, photographs illustrations and other materials supplied to Artcharter limited by the client.

1.9 'Archival print' (or Giclée print) means a high-resolution fine art inkjet print produced using archival pigment inks and media.

2. Pricing and Quotations

2.1 All quotations are valid for 30 days.

2.2 Prices are exclusive of VAT unless stated to the contrary.

2.3 Artcharter Limited reserves the right to amend prices where:

- Specifications are changed by the client.
- Supplied digital files require additional editing.
- Faster turnaround of order is req

2.4 Shipping, customs duties, insurance, packaging and installation are charged separately unless agreed otherwise in writing.

3. Ordering

3.1 Orders are accepted only when confirmed in writing by Artcharter limited.

3.2 The client is responsible for verifying all order details before approval.

3.3 Any amendments requested after production has commenced may incur additional charges and revised delivery schedules.

3.4 On every order of goods from a client payment of the price shall be made by the client to Artcharter Limited on a pro-forma basis and payment shall be made by bank transfer, cash or by credit / debit card.

3.5 The client represents and warrants that: (i) they have the legal right to use any credit card(s) or other payment method(s) in connection with any purchase; and that (ii) the information the client supplies to us is true, correct and complete. It is expressly agreed that Artcharter Limited is not responsible for any loss or damage arising from the submission of false or inaccurate information.

3.6 Artcharter limited may refuse any order that contains unlawful, offensive, defamatory or copyright infringement content.

3.7 Upon order placement, clients warrant that they own or hold all necessary rights and permissions relating to the reproduction of supplied artwork and that in doing so indemnify Artcharter Limited of all potential infringement actions.

3.8 Artcharter reserves the right to refuse or cancel the client's order at any time for certain reasons including but not limited to: product or service availability, errors in the description or price of the product or service, error in the clients order or other reasons. The client agrees that Artcharter Limited cannot accept any liability for loss or damage arising out of such cancellation.

3.9 Orders cancelled after production has commenced may be charged for.

3.10 Artcharter may not reproduce clients work without prior written consent by way of a purchase order or written licence agreement.

4. Collection /Delivery of the Goods

4.1. Collection/delivery of the Goods shall be available on the date specified by Artcharter Limited.

4.2 Delivery dates may be affected by:

- Client approval delays.
- Equipment failure.
- Supplier shortages.
- Courier delays.
- Events outside Artcharter Limited's control.

4.3 Goods in Transit' insurance shall be covered by the client unless agreed in writing between Artcharter Limited and the client.

4.4 The client must inspect goods upon receipt and notify Artcharter Limited of any damage or shortages within 24 hours.

4.5 Artcharter Limited is not liable for any damage or delays caused by third-party couriers after dispatch.

5. Production and Turnaround Times

5.1 Estimated production times and completion dates are provided in good faith but are not guaranteed.

5.2 Rush orders may attract an additional surcharge.

5.3 Storage charges may apply where completed goods are not collected within 14 days.

6. Acceptance of the Goods

6.1The client shall be deemed to have accepted the goods immediately upon collection by or delivery to the Client.

6.1 After acceptance the client shall not be entitled to reject goods.

6.2 Where the client accepts or has been deemed to have accepted any goods then Artcharter Limited shall have no liability whatever to the client in respect of those goods.

6.3 Artcharter Limited shall not be liable to the client for late delivery or short delivery of the goods.

7. Payment Terms

7.1 New clients may be required to pay in full before production commence.

7.2 Approved account customers must pay invoices within 14/30 days invoice date.

7.3 Ownership of the goods remains with Artcharter Limited until invoices are paid in full

7.4 Payment shall be made by bank transfer, or by credit /debit card.

8 Refunds

8.1 As all prints are custom produced orders are non-refundable once production has been commenced.

9. Confidentiality

9.1 Both Artcharter Limited and the client agree to keep confidential any commercially sensitive information obtained during the course of business.

9.2 If you wish to purchase any product or service from Artcharter Limited you may be asked to supply certain information relevant to your purchase including, without limitation, your credit card number, the expiration date of your credit card, your billing address, and your shipping information.

9.3 By submitting such information, you grant us the right to provide the information to third parties for purposes of facilitating the completion of purchases.

9.4We reserve the right to refuse or cancel your order if fraud or an unauthorised or illegal transaction is suspected.

9.5 Artcharter Limited shall process personal data in accordance with applicable data protection legislation, including the United Kingdom GDPR and data protection Act 2018

10. Accounts

10.1 When the Client creates an account with Artcharter Limited, The Client must provide Artcharter Limited with information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of the Clients account.

10.2 The client is responsible for safeguarding the password that is used to access the Artcharter Limited websites and for any activities or actions under the Clients's password, whether your password is with Artcharter Limited' service or a third-party service. The Client agrees not to disclose your password to any third party. You must notify Artcharter Limited immediately upon becoming aware of any breach of security or unauthorised use of your account.

10.3 The Client may not use as a username the name of another person or entity or that is not lawfully available for use, a name or trade mark that is subject to any rights of another person or entity other than the Client without appropriate authorisation, or a name that is otherwise offensive, vulgar or obscene. The Client expressly agrees that we cannot be held liable for any loss or damage arising out of any misrepresentations you make in this regard.

11. Intellectual Property

11.1 Clients retain ownership of their artwork.

11.2 The client grants Artcharter Limited a non-exclusive licence to use artwork for fulfilling clients signed orders.

11.3 Unless the client requests otherwise in writing, Artcharter Limited may photograph or reference completed work for portfolio, exhibition, social media, or promotional purposes.

11.4 Artcharter Limited retains ownership of all internal production methods, ICC profiles, templates, digital files and other technical processes unless the clients requests otherwise in writing.

11.5 Artcharter Limited may retain customer files for convenience but unless requested to do so by the client, is under no obligation to archive or store files or artwork.

11.6 Clients are responsible for maintaining back up copies of all files as Artcharter Limited's archived files may be deleted without notice.

11.7 Artcharter Limited's service and its original content, features and functionality are and will remain the exclusive property of Artcharter Limited and its licensors. The Service is protected by copyright, trademark, and other laws of both the United Kingdom and foreign countries. Our trademarks and logos and other identity may not be used in connection with any product or service without the prior written consent of Artcharter Limited.

11.8 The client warrants to Artcharter Limited that the client is the owner of the copyright of the artwork from which the goods are produced or is otherwise authorised by the copyright owner to print and distribute the works and that the artwork does not constitute anything that is obscene, blasphemous, libellous or otherwise unlawful. The Client hereby indemnifies the Artcharter Limited against all actions, proceedings, judgements, costs, claims and demands resulting from any breach or alleged breach of such warranty.

12. Links to Other Websites

12.1 Artcharter Limited's Service may contain links to third-party web sites or services that are not owned or controlled by Artcharter Limited.

12.2 Artcharter Limited has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. The client further acknowledges and agrees that Artcharter Limited shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

13. Governing Law

13.1 These Terms shall be governed and construed in accordance with the laws of England and Wales, without regard to its conflict of law provisions.

13.2 Artcharter Limited reserves the right, at its sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

14. Privacy Policy

14.1 Please refer to our Privacy Policy on our website. You agree that they constitute part of these terms and conditions.

15. Cookies Policy

15.1 Please refer our cookie policy on our website. You agree that they constitute part of these terms and conditions.