



COMMISSIONS, SHIPPING, AFTERCARE

COMMISSIONS

For Commission enquiries or to place an order, please contact Roberta directly at roberta@robertamasonartglass.com or through the contact form.

You are welcome to send references of Roberta's existing artwork, photographs and colour palettes. You may also send images of the space you want to place an artwork in, for size and colour advice. Please note that her existing artwork cannot be replicated due to the nature of the making process.

For commissions, Roberta takes a 50% deposit of the total price of the artwork prior to creating the work, to protect her time and use of materials.

Upon completion of the artwork, Roberta will send photos to the client and ask for approval.* Once approved, the remaining 50% of the total price + shipping costs must be paid before shipping the finished product to the client.

Roberta holds the right to retain artworks that have not been paid for in full.

*For abnormal amounts of change requests by the customer, Roberta holds the right to change the price, because the total material costs and total worked hours increase with each additional change.

SHIPPING

General Information

Please note that the client is responsible for shipping costs + insurance cover which can be estimated prior to ordering using the client's country and postcode.

We use a variety of couriers (mainly DHL, UPS, FedEx, DPD, Royal Mail and Parcel Force). Please note that courier companies will only insure the shipment against loss. No damage cover is available due to the fragile nature of the contents.

We use generous amounts of (reused where possible, recyclable or compostable) packaging materials.

We are not liable or responsible for any losses or damage to artwork. Our liability and responsibility end when the artwork is shipped.

We are happy to assist with tracking orders and contacting your parcel courier if any issues do occur. Please contact roberta@robertamasonartglass.com.

International Shipping

International shipping is available. Please contact us for an estimate. Roberta has successfully shipped her artworks to a number of different countries.

If you wish to use a specific courier or a shipment company that specialises in transporting artwork, please add this request to your enquiry to discuss options.

IMPORT TAX & CUSTOMS DUTIES

Please note that you as the client are responsible for paying any import taxes and/or customs duties that may be requested upon delivery/collection of your artwork. Check with your local customs office to find out charges to avoid unpleasant surprises.

AFTERCARE

Glass is easy to keep clean but can be prone to scratching. To wipe off dust, use a clean soft lint free cloth. To wipe off fingerprints or greasy marks, use a soft lint free cloth with a spray of glass cleaner and buff until clean..

The glass surface can be scratched, so ensure the work is protected when being transported or stored.