

Our Photo To Art Order Process

1. To start the order process, please send us your photoⁱ, tell us the artwork style and the size of print that you would like (A3, A4 or square 30cm x 30cm, the price is the same whichever size you choose as the work involved in creating your artwork is the same) and pay the £42.50 deposit. You can either pay in person by visiting our shop or we can email you a payment link.

The deposit is fully refundable if you decide not to proceed with your order at any point up to the final proof stage. If you are not totally satisfied with the proof we send you we will return your deposit.

Please email your photo(s) to us at admin@glassumbrellaart.com .

Please do not resize or crop them and please try to get hold of the original photo rather than a version saved from apps such as Whats App or Facebook which are compressed by the app software.

You can send us more than one photo if you would like us to advise you on which will produce the best result or if you would like us to quote you a price for combining sections from different photos.

2. We check that your photo is suitable for your requirements your chosen style or print size. If it is not, we will advise you if a different style or print size would work; some styles are more forgiving than others in terms of what the photo quality needs to be.
3. Once the order details are confirmed, we start work on creating the personalised artwork to your specification.
4. We email you a digital proof of the artwork (watermarked) for approval.ⁱⁱ Alternatively, you can visit us to see a printed proof. You let us know if you would like any tweaks made to the artwork.
5. Once we have received your proof approvalⁱⁱⁱ we take your final payment plus delivery charges where applicable (you can collect from us or we will post to you using Royal Mail recorded delivery)
6. We proceed with finalising and printing the artwork and let you know when it is ready for collection or has been posted out to you

Important - Please Note:

ⁱ **By giving or sending us your photos you are acknowledging that you are the copyright owner of or you have been given permission to have the image printed. Glass Umbrella Art will not be held liable for images printed without the prior consent from the copyright holder.**

ⁱⁱ Every individual PC monitor has different colour settings and the colour reproduction may be different from the one of the actual print.

ⁱⁱⁱ **If you cancel the order after approving the final proof we are unfortunately unable to refund your payment.**

We may use the artwork we produce for you in our advertising. If you prefer us not to do this, please let us know.

We reserve the right to refuse any work which we deem to be indecent or offensive.

Copyright: As the artists, authors and creators of the digital artwork which Glass Umbrella Art produces for you, Glass Umbrella Art (the artist) retains all copyrights to the created images.

Our cancellation policy

Customers can cancel an order for their personalised artwork at any point prior to them approving the final proof and we will refund any payment made in full. Unfortunately we cannot refund any payments made if an order is cancelled after approving the final proof.

Our Returns Policy

If the personalised artwork we create is not delivered to you as specified we will refund any payment made in full. In the unlikely event that this happens customers should advise us immediately i.e. when collecting the artwork or, if sent by post, within 3 days of receipt of the artwork. Customers should contact us by email, phone or in person (see contact details below). Artworks sent to customers by post should be returned to us by recorded delivery within 10 days of notifying us. If a posted item was damaged in transit please advise the courier at the time (if possible) and provide us with evidence of the damaged packaging.

To contact us please visit us at Stall 28, Market Hall, Market Place, Stockport (open Tuesday, Thursday, Friday and Saturday 9am to 4.30pm); email us admin@glassumbrellaart.com or call us on 07586 627602

Our Privacy Policy

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). We collect information about you to process your order. We do not send random marketing emails to personal email addresses (spam). We will give you the chance to refuse any marketing email from us in the future.

The type of information we will collect about you includes:

- your name
- your address
- your phone number (if given)
- your email address

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

The personal information which we hold will be held securely in accordance with our internal security policy and the law. If you have any questions/comments about privacy, you should contact us.