

The process: How it works

Step 1: Book Your Portrait

Complete the 'Commission a portrait' form on the website.

Select the service you require by clicking the relevant box.

Tell us your portrait details, such as story, ideas, colours, mood, and the essence of what you want captured. Indicate your preferred due date.

Select canvas size and enter delivery details.

Agree to the terms and conditions and email your reference picture to xinhartist@gmail.com

Step 2: Confirmation and payment

We will contact you within 24–48 hours via email, text or call to confirm your concept, project timings and booking details.

A quote for your artwork will be finalised and payment details sent to you. This may include delivery and/or framing on request.

A 50% deposit will be required before the project can commence.

Step 3: Painting in Progress

Once the concept is clear and deposit payment is made, your portrait artwork will commence.

The process typically takes 2 weeks to a month or longer depending on the complexity of the artwork and Artist's capacity. Please let us know if there is a specific date you require the painting by.

Step 4: Final Review

A photo of the final portrait will be emailed to you.

No changes are made at this stage, as each piece is a unique, intuitive creation.

Step 5: Delivery

We will contact you with instructions on how to make the final 50% payment.

Once the payment is received, delivery is arranged.

Local deliveries may be made in person. Others are sent via courier.