

Custom Portrait Commission: Terms & Conditions

By commissioning a custom portrait from **Xinh.com.au**, you agree to the following terms and conditions. These are designed to ensure clarity, fairness, and a smooth creative process for both parties.

Booking & Payment

A 50% non-refundable deposit is required to confirm your commission.

The remaining 50% is payable upon completion, prior to delivery.

The Process

After booking, you will be contacted within 24-48 hours via email, text or call confirming your order, concept idea, project timings and delivery details.

Timeline

Completion time is generally 2-4 weeks but may take longer depending on current bookings and complexity of the artwork. Timelines will be confirmed during consultation.

Revisions

Due to the nature of custom, hand-painted artwork, changes are not accommodated once painting begins. You will receive a digital image of the completed painting prior to delivery to confirm completion.

Delivery

Delivery will be arranged via courier or personal drop-off (if local).

Delivery costs will be discussed and confirmed and included in the quote up front.

Usage & Copyright

The artist retains copyright of the image and may use photos of the artwork for promotional purposes unless otherwise agreed.

The client is not permitted to reproduce or sell copies of the artwork.

Cancellations

The 50% deposit is non-refundable once the booking is confirmed.

If you cancel after the work has started, the deposit will be retained.