

Dwindle River Studio - Pet Portrait Painting Commission Agreement

By commissioning a portrait painting from me, Zenobia Southcombe of Dwindle River Limited, you are agreeing to the terms and conditions outlined below.

The Process

1. Application: You [fill out the form on my website](#) (or contact me via email) with details about your pet and preferred timeframe. If you have a specific due date or other requests, we can discuss options.
2. I'll get in touch with any questions, and request 3-5 photos. Together, we'll select one photo for the primary reference, but it's helpful to have additional photos to help me with colour and finer details.
3. I will advise the timeframe for completing your painting.
4. Once the details have been agreed on by you and me, I will send a payment link for a 20% deposit.
5. Once 20% deposit has been paid, I will begin your painting.
6. I will send you an initial sketch for approval of composition, and progress shots at key stages for approval. There will be opportunities for small tweaks in the painting during this time.
7. You will receive a photograph of the final painting upon completion for approval. Once approved, no further changes can be made. I will then send a link for payment of the final balance (80%).
8. When your pet portrait has fully dried (usually 6-8 weeks after painting has been completed) I will safely package your painting and send via courier (tracked). Local pickup may also be arranged.

Reference Photos

Reference photographs must be the client's own, or have permission from the photographer. I may be able to photograph your pet for you, which may incur an additional charge.
I have the right to refuse the commission if no photos are provided that meet requirements.

Portrait Completion Timeline

While timelines may fluctuate, paintings will usually have around an 8-week turnaround from date the 20% deposit is paid, provided there are no delays in customer approvals or communications.
I will do my best to help with specific deadlines and will keep you updated with how the timeframe is looking.
Rush orders may be possible, depending on my waitlist. This may incur an additional charge.

Payment

A 20% deposit will be required before commencement of the painting to reserve the booking. The remaining balance will be required at completion, before shipping. Payments may be made via the product links on my website, or invoice by request.

Portrait Changes

You will have the option to make 1-2 minor adjustments at each of the three key stages of the painting process (initial sketch, colour check, and near completion) which I will communicate via email. However, significant changes after approval (e.g. changing layout, background, or facial details) may result in an additional charge, depending on the complexity of the revision.

Copyright

I retain full copyright of all my paintings. These may not be reproduced in any form without my written permission.

I may use images of the painting after completion for marketing purposes e.g. website, social media, advertising flyers. If you do not wish for your painting to be shared, please let me know.

Materials Information

All sizes listed are gallery-wrapped 100% cotton canvasses with a depth of approximately 1.5", mounted in a wooden float frame. I use high quality, traditionally processed oil paints selected for colour permanence, I varnish the painting and stain the wooden frame for additional protection through the years.

Refund Policy

Because each portrait is 100% custom-made for you, all payments are non-refundable once work has begun.