

Order Conditions

Here is some important information about the terms and conditions and the rights you have as a customer when ordering images from JNArt. Please read carefully.

Ordering

The order will be completed when you have approved the quotation. It will be sent to you after you have done a request via the website or by phone.

Payment of portrait or caricature

Images created by JNArt for private use are exempted from VAT if ordered within Sweden.

Depending on the method of payment, payment is made in advance or when the customer retrieves the image from provider. It is important that the payment is done correctly and remember to use invoice number or name as message so no confusion occurs.

If the customer wishes to cancel the purchase, it will be fine as long as not the actual creating process has already begun. Notify JNArt as soon as possible. The customer is obliged to pay if the image is completed and delivered.

JNArt guarantee to always do the utmost to please the customer by creating an image according to the customers wishes and fulfil the requests. Small adjustments can be made if the customer requests this, if the customer pays the extra transport costs or additional time acquired.

Delivery time for portrait

Delivery time varies depending on the type of picture. Type when the image will be ready when you send your request and I will give you an estimate of the time frame that should be possible to hold.

Should there be a risk that an image will be delayed? Then the customer should be notified in good time and then have the possibility to decide if the order is to remain. Ordering a gift card from JNArt can be a good alternative to a late order.

Delivery

Delivery takes place in accordance with the information stated on the website.

Damaged image

If the image is damaged during delivery, you can photograph the damage and send to JNArt. Pictures worth 2000 sek or is more protected by an insurance policy. In case of such damage, something of the following is done: the image is repaired, a new image is created, the customer get the money back.

The hired supplier is responsible if an image becomes damaged with a value under 2000 sek. The same goes for delivery delays or missing packages. In such case, you should immediately report this to the supplier / post office / delivery center.

Handling of personal data - GDPR

You can feel confident that your personal information is processed correctly and legally. Johannes Nygren is responsible for the personal data collected. The information you provide in the form will be saved and read by Johannes Nygren in order to complete the orders/requests.

Personal information older than 6 months will be deleted. Only if you order a gift card will data be saved for a longer period of time in a register with name, address, social security number, e-mail address and phone number until the gift card has been used. Please contact Johannes Nygren - jnart.nu [at] gmail.com - for more information on how your information is handled.

Rights to Photography

As a customer, you must have the right to reproduce the photos sent to JNArt.

It is not allowed to reproduce works or photography from other artists without their written permission.

Reservation

Price change may occur if circumstances change after ordering, for example because of currency fluctuations or VAT changes.