

### Payment Terms and Conditions:

1. Balance of payment is due upon completion of work and is payable to Rich & Davis via direct bank transfer or cash unless otherwise agreed upon and stated in writing.
2. Payment schedules are available at the discretion of Rich & Davis and amounts and details will be agreed upon on a job-specific basis. If a client wishes to cancel work on a job at any point, all moneys already paid up until that point is due, and no refunds will be made.
3. The full fee of any custom frame work or frame restoration work is due at the completion of the work.
4. Bank transfer or cash are acceptable means of payment. Rich & Davis will not accept payment via cheque or any other mode unless agreed upon prior to commencement of work.
5. Quotes are valid for 50 days.
6. Receipts will be provided upon request unless already provided.

### Custom Orders:

6. Changes cannot be made to custom frame orders once placed in writing and confirmed with us. Changes to any custom frame project can only be made if a formal request is placed with us in writing, and it is at our discretion that any potential changes are made, depending on the stage of progress of the job.
7. Any changes made to a custom frame order that differs from any written quote provided by Rich & Davis will induce the possible alteration of charges due to costs of extra labour or materials. A new quote will be prepared by us if extra charges are required for such changes to orders.
8. Variations in detail and tone of a frame is expected between separate batches of work and the client accepts this fact upon commencement of work.

## Restoration Work Terms and Conditions:

9. Any restoration and repair work carried out by Rich & Davis will be in line with the quote provided to the client. If the resulting restoration or repair does not meet the expectations of the client but does meet the specifications of the quote formally agreed upon, Rich & Davis reserve the right to make alterations in line with clients wishes, and full payment is due.
10. It is the clients responsibility to stipulate any personal preferences in regards to frame restoration and repair work; including the style, hue and level of antiquing carried out on the final finish on the frame. It is the client's responsibility to seek clarification on any element of a quoted frame restoration or repair prior to work beginning, and to make all preferences and instructions explicitly clear and in writing to us prior to work commencing.
11. If the client is not fully satisfied with the quality of the restoration or repair work, the client must consult with us immediately. It is at the discretion of Rich & Davis to decide if appropriate levels of quality have been met on any frame restoration work, however, Rich & Davis will at all times intend to and strive to provide the highest quality of work for all of our clients.
12. Frames in the care of Rich & Davis will be worked upon and stored in a way to prevent damage or loss to the fullest extent possible in our workshop. Any liability on the part of Rich & Davis for the damage, loss or any claim arising in the connection with our business in relation to a vintage or antique frame shall not exceed the reimbursement of \$1500. For mirror frames, the maximum reimbursement shall not exceed \$2000. All frame damage on a frame arriving for frame restoration or repair will be extensively photographed by Rich & Davis prior to work for reference.

## Postage and Delivery:

13. Client's postage and delivery requires should be discussed with us prior to the completion of any work. Rich & Davis agree to use services such as Pack & Send, private couriers (including fine art couriers) and may agree to personally deliver work. Postage will be charged to the client, and, if required, a custom lightweight or otherwise suitable crate for any work requiring sending will be charged.
14. Rich & Davis accept no responsibility for damage or loss of goods in transit and cannot guarantee that custom crates will prevent any damage caused by mis-handling by a sending or courier service other than a certified fine art courier.

## General Conditions:

15. Rich & Davis will not take any responsibility for the damage to any frame once it leaves our care or premises for any reason. We can provide information, guidelines and instructions upon request relating to the conditions most suitable for the display and use of new or old frames and it is at the clients discretion to follow that information provided. We will not take responsibility for any damage caused by mould, moisture, water-exposure, heat or extreme temperature changes, direct sunlight, incorrect placement or hanging, mis-handling, insect interference or cleaning.
16. We want to remind all clients that some details of frames made and repaired by Rich & Davis may change over time- specifically it is expected that the hue of any gold leaf used will develop a warmness over time, any leaf containing silver may develop some areas of brown tarnish over time, and some cracking or lines may appear in the corners of gessoed frames and in traditional composition ornamentation. The client accepts that these changes are normal in relation to the nature of hand-made frames.
17. Rich & Davis will under no circumstance accept the responsibility for any artwork, print or other valuable item other than a picture frame. All artwork should be removed from a frame requiring restoration and no artworks should be sent to us for fitting-up in one of our frames. We ask that all clients consult with us to organise an appropriate picture framer or other professional agent to handle the fitting-up of any artwork, print or valuable with our restored or custom frames.
18. The client acknowledges, understands, and accepts all of the above business terms upon the commencement of any services provided by Rich & Davis.