

Terms & Conditions

The following terms and conditions do not affect any other rights granted by law. They do not affect your statutory rights as a consumer. UK law is the applicable law

1. Ordering from Harris-Moore

1a - By ordering from us via our website, email, telephone or in person you are entering into a contract to employ our services for the manufacture of a bespoke canvas/stretcher, picture stretching or picture framing. You are also agreeing to buy the subsequent goods and services. Only payment secures you a build slot, unless we have offered you credit terms.

1b - Payment for other goods constitutes a contract to buy.

1c - You are also allowing us to use your personal details for the purpose of supplying goods (including passing your details onto couriers or other subcontractors). We will not use your details for other purposes without asking for your consent, and you may ask for your details to be removed from our database by writing to us at our registered address.

1d - You do not own the goods until we receive payment in full.

1e - All prices and offers are subject to change without notice.

2 Delivery Schedule

2a - All canvases/stretchers are made to order. We aim to despatch all canvas orders within 6 working days of receiving payment, and all other goods within 2 working days, however please allow up to 10 working days for delivery. If goods are not received within 30 days of expected delivery you have a right to cancel the contract and to have any monies paid refunded.

2b - All orders except Royal Mail or as restricted by Geographic location are sent as next day delivery unless specified. Approximate day of delivery can be agreed when ordering. Day of delivery is not guaranteed; however we aim to notify you in advance if delivery is delayed. Large orders or special items may take longer to manufacture, and orders may be delivered in several consignments.

2c - Deliveries arrive any time within the working day, and if you are not home to collect the parcel you need to provide alternative arrangements at the time of ordering, as you may be charged for redelivery if the goods are returned to us. Redelivery will be attempted twice before the goods are returned to us.

2d - For same day courier delivery arranged by yourself for collection from us, or arranged by us on your behalf our liability for the goods ends when they are collected from our premises and considered received into your possession.

3 Damaged or Defective Goods

3a - The goods we supply you with should be free from defects in materials or workmanship for a period of six months from the date of delivery and like for like replacements will only be given if we are notified within this time. We also aim to supply you with goods that are fit for their purpose and of satisfactory quality in relation to the descriptions given. It is the user's responsibility to ensure the goods purchased are suitable to their requirements. We can only offer advice on the information given at the time of sale.

3b - Wood and canvas are natural products. Timber cannot be guaranteed never to warp and we can only advise which woods are more warp resistant, or have anti warp properties. Wood and Canvas will always contain slight natural imperfections although we strive to keep these to a minimum. Although we only use high quality materials to make our canvases, they will be susceptible to the environment in which they are kept, and the way in which they are used, and any instructions for the care of your canvases should be followed to avoid disappointment.

3c - As all canvases and stretcher bars are made by hand, any sizes given are approximate. We work to a tolerance of +/-4mm either side of a stated size. Any variations in size will not be considered a defect.

3d - We aim to replace any defective item within 8 working days after return. You must notify us within 24 hours of any damaged or missing items. If we are unable for any reason to offer replacement goods we shall collect the item and provide you with a full refund. This does not affect your statutory rights.

3e - All goods must be checked by customer upon delivery/collection for shortages or damage. Any goods not signed for as damaged/signing for in good condition will be replaced, however the customer will be responsible for the return of the goods to us and the subsequent charge for redelivery.

3f - For Bespoke Canvases and Stretcher Bars our liability is confined to the value of the goods only. We accept no responsibility for any artworks, framing or other costs incurred from any defective product.

3g - For Picture Stretching and Picture Framing service the following terms apply: All work is done to the information and specifications requested. Although we take every care possible with your items please be aware that our liability is confined to the declared cost value of the items only up to a value of £2000 for accidental damage. Proof of value will be required should a claim occur. We accept no responsibility for any subsequent damage to artworks, reframing or other costs incurred once the item/s have left our custody. Standard delivery does not insure artwork. Special insured delivery is available upon request.

3f - For all of our services the following applies: If used wholly or in part for business purposes we shall not be liable to you for any business loss including loss of profits (direct or indirect), business data, revenue, goodwill, or incidental or consequential loss that you may suffer as a result of the purchase of goods from us.

4 Important

4a - All made to order products are bespoke, and if they are already in production you are not able to cancel the order. For all non bespoke items you have a right, as a consumer, to cancel the contract and receive a refund, provided that the goods are complete, with all packaging intact and in an unused and re-saleable condition.

4b - Your desire to cancel bespoke goods must be received in writing within seven working days starting on the day after the goods are delivered to you. We will refund the total amount of money paid by you for the goods, less any costs to collect the goods if required, within 30 days starting with the day on which we receive the notice of cancellation in writing from you. Please note that once you have notified us of the desire to cancel the contract you have a legal requirement to take good care of the goods.

4c - All Prices and information are correct on this website E & OE. If any information is found to be incorrect we will contact you before making any changes to the products or pricing.

4d - Website Prices are subject to change at any time without prior notification

4e - Discounts applicable to online purchases only.

T&C's last updated 5th July 2018

Section 1a had the word in person added

Section 3e had the word collection added

Section 3g was added and original 3g was moved to 3f