

PIRINTHIAN

PORTRAITS



YOUR QUESTIONS ANSWERED

How do I contact you?

Email: portraits@pirinthianportraits.com

What are the prices of portraits?

Portraits range in price between £1,200 to £2,000. Portraits have historically commanded premium rates, typically ranging between £10,000 to £30,000. Established artists catering to the premium market command around £80,000, with £150,000 closer to the norm for heads of state and nobility. We believe our pricing reflects a good balance between value and quality; not forgetting a portrait will last a lifetime and be handed down from generation to generation.

Which countries do you ship to?

We deliver to all the member states of the European Union (EU).

How do I purchase a gift certificate?

Gift certificates can be purchased in £50, £100 and £500 denominations from our shop. They are presented with a welcome letter inside a beautiful textured white envelope, protected with an outer envelope and sent by first class post. Certificates are redeemable online only and cannot be redeemed or exchanged for cash. If a certificate is undelivered, lost, stolen or damaged, please email us at portraits@pirinthianportraits.com so we can cancel the certificate and issue a new one.

How is a portrait made?

Our portraits are hand painted by our professional artists onto a linen canvas using quality eco-friendly oil paints. The artist will first create a rough outline in pencil or charcoal, the background is then added followed by the intricate facial elements. Layers upon layers are built up to create the finished portrait. Take a look at our wedding portrait page for more information.

How closely will the portrait match my photograph?

If you request the "Realistic/Realism" style your portrait will match your photograph closely. If you choose the "Impressionist/Impressionism" style, the details, especially in the faces are more subtle with brush strokes more clearly seen. For a side-by-side comparison, take a look at our wedding portrait page.

Will I like my portrait?

We most certainly believe you will; "liking" is however, subjective, especially when it comes to art. Once your portrait is completed by the artist it goes through two stages of quality control. After this we email you an image of your painting for feedback and any changes you want made. We aim to make sure you are 100% happy with your painting prior to delivery.

Do you offer the portraits framed?

Selecting a frame is a very personal choice, needing to balance how it complements the portrait as well as its surroundings. We believe this is best done once you receive your portrait, seeing the options available to you with a local framing company. We supply our portraits with the canvas stretched over an internal frame in a ready-to-hang state. This is known as a "gallery wrap" as used in most modern art galleries, where the painting wraps around the edges. By having the sides exposed, a portrait shows its beauty from all angles with the visual experience enhanced. Our museum grade internal frames are 38mm in thickness and unlikely to split or warp due to their low moisture content.

What sizes do you offer?

We have three sizes (height x width): 36 x 24in (91.4cm x 61.0cm), 42 x 28in (106.7cm x 71.1cm) and 48 x 32in (121.9cm x 81.3cm). These are the three most popular sizes and are proportionally balanced, being close to the golden ratio of 1.6. Historically many architects and artists proportion their works with this ratio making their creations aesthetically pleasing. You also have the option of a custom size to fit any situation. Please email us your preferences to obtain a bespoke price.

What forms of payment do you accept?

We accept all major credit & debit cards, gift certificates, direct bank transfers and UK cheques. Select preferred method at the checkout stage.

How do I commission a portrait?

All you need is a photograph preferably in digital format that you can either upload to our website or send to us via email. If you have a traditional paper photograph, you can either scan this into a computer and email, or send to us via normal mail. Your photograph(s) will be returned to you once your portrait is completed. You then choose the style of your portrait either "realist" which will look virtually like your photograph or "impressionist" with more artful brush strokes and less detail. Finally you select the required size of your portrait.

How do I use a gift certificate?

If you have purchased or been given a gift certificate(s), simply insert the unique identification number on the accompanying letter into the required box at checkout. The total face value of the certificate(s) will be deducted from the purchase price.

When will payment be deducted?

Once you place your order, you will receive an email confirmation. Your card will be debited at the time of sale. We require cheques to be cleared before commencement of your portrait can begin.

Is it safe to use my credit card on your website?

Your personal online security is important to us. We use the latest SSL encryption technology to safely transmit your details to an outside processor. Additionally, for your safety and protection, we do not store your credit card details on our website.

Can I track my order?

Instead of you having to check our website for updates, we will email you updates throughout the process. We will also liaise with you as to the best date for delivery once your portrait is ready.

My photograph is not perfect, can I alter things?

Yes, after checkout go to the portrait commissioning page and tell us how you want your portrait to look. You may wish to exclude background objects such as other people or have a bright blue sky instead of a cloudy one. You may wish to combine the best elements of two photographs into one. Please change the names of your photographs to numbers so communication is easier by referencing the numbered images.

How do I use a promotional gift certificate?

Promotional gift certificates can be redeemed for their face value on the purchase price of one portrait: (a) redeemable online only on our website. (b) a maximum of one per portrait can be used, with a maximum value of £250. (c) can be combined with non-promotional gift certificates which are available for purchase on our website. (d) cannot be used in conjunction with any other offers or exchanged for cash. (e) can only be used with the accompanying letter which contains the certificate number used at the check out stage. (f) we reserve the right to amend this offer at any time without prior notice.

How is UK VAT (Value Added Tax) handled?

Our prices are inclusive of UK VAT. An order delivered to a member state of the European Union (EU) will include VAT.

How long will it take before I receive my portrait?

We allow a six week period from the placement of your order to delivery. This takes into account the complexity of the portrait and allows the oils on the different layers sufficient time to dry. Should you have a more urgent deadline please send us an email.

How much will it cost to deliver my portrait?

Fully insured courier delivery is included in the purchase price.

What if my portrait arrives damaged?

We partner with premier level couriers and use secure packing materials to minimize portrait damage. If the damage is clearly visible, do not sign or accept delivery from the courier. If the damage is not clear and requires you to open the parcel to check the contents, make the courier wait until you are satisfied that all is well. If you are not satisfied have the courier return the portrait back to us. A replacement portrait or a refund will be offered in this scenario should the portrait be beyond repair.

Do I need to sign for delivery?

Due to the high value of your portrait, we require proof of delivery for all portraits. This means we are unable to authorise packages to be delivered without a signature.

How is the portrait packaged?

Your portrait is our most valued product, rest assured that the packaging will be strong and secure. We also take care in choosing our delivery partners using only the best in the business.

Where can I view/alter my shopping basket items?

You can view or alter your shopping basket items by clicking on the main menu at the top of each page SHOP / YOUR BASKET or use this link your basket directly.

Can I return my portrait if I am not satisfied?

In accordance with The Consumer Contracts Regulations (June 2014), you are given the right to cancel your order up to 14 days after delivery. This regulation, however, does not apply to custom made goods and services. All our portraits are bespoke, we are therefore under no obligation to offer a refund or exchange. However, at Penhaligon Portraits, we do not take this legal exemption as a rule. Should a client feel that their portrait is so far away from what they had envisioned, then either alterations will be made or a new replacement portrait by another artist will be offered. Under certain circumstances, a full refund will be given.

Can I visit you or do you have a gallery?

Penhaligon Portraits is an online art company which helps us minimise our operational costs. Our commissioned portraits are all bespoke so we do not hold any stock as such to view. We do however, plan to hold an event in the future at a gallery in London which we're excited about.

Who are your Artists?

We have taken great care to select our professional artists. They have been painting for many years, and truly understand their craft. Our artists are based in the UK, Europe and a few further afield.

Do you have alternatives to oil paintings?

We concentrate on what we believe to be the pinnacle of portraiture, oil painting. We do not offer portraits in other materials such as acrylic, charcoal, pencil, pastel or watercolour.

Do you offer a "wedding list" type service?

Yes, we operate a list service for portraits commissioned for special events. These often include: Weddings, Anniversaries, Birth of a Child, Graduation, Significant Birthday or a Family Heirloom. Go to the special events page to either set up your own page or make a pledge for someone else's event. No payment is taken at this stage.

