

www.artistdiscount.co.uk

OUR PRODUCTS

Most of our stock comes from bulk-buys, auctions, factory returns, slight seconds, wonky labels, paint splashes, or companies changing the packing design, so basically it's out with the old style and in with the new

Because of the way we buy, not all stock or all colours will be available all of the time, but this will show when you select a product to minimise surprises

But if you are cool, this may be better for you as the colours, brushes and pads are the same quality but at a much better price so we can pass the savings on to you

WHAT TO EXPECT FROM OUR PRODUCTS

You may see label misprints, or labels in another form (often it's hard to spot the difference), different product code, or a few spots or splashes on the tubes or packaging, which is why many of our products are up to 50% off the retail price

However be assured that all stock is checked before being sent out to customers and we guarantee it's always the colours you want, usable, and affordable

NEED MORE?

If you can't find what you need, or need more information, please feel to contact us at fiona@artistdiscount.co.uk

GENERAL TERMS, CONDITIONS & POLICIES

1. DELIVERY AND RETURNS

Delivery costs within the UK are as stated and are normally delivered within 10 working days. Unfortunately we cannot ship overseas

Please consider our description of "what to expect from our products" if your purchase does not match its description, in the first instance please contact us at fiona@artistdiscount.co.uk

In the unlikely event that your issue can't be resolved, and at our sole discretion, we may replace or refund the product(s).

Alternatively, if you change your mind, you may return the product(s) within 7 days at your own cost so long as it's in its sent condition for a refund; product(s) returned in this way will be subject to a 20% restocking and handling fee

We are sorry that I cannot normally accept returns outside of this return window

None of the above affects your statutory rights

2. COPYRIGHT AND RIGHTS OF USE

All material, specified but not limited to: Images, Web Pages, and written material are ©artistdiscount.co.uk and no image, web pages, or written material can be reproduced or used without prior written permission of artistdiscount.co.uk

3. CONTACT INFORMATION

Email: fiona@artistdiscount.co.uk

Address: 2 Clovelly Road, Hayling Island, Hampshire, PO11 0SD

4. PRIVACY

Our aim at artistdiscount.co.uk is to focus on providing you with the best service and products we can at a reasonable price

You can contact us during working hours if you have any questions, thoughts or concerns (or email us at any time)

In line with UK legislation for data collection and use we are obliged to publish our privacy policy which is as follows:

5. PRIVACY POLICY

This website is managed and controlled by artistdiscount.co.uk and we are committed to protecting and preserving the privacy of our visitors when visiting our site or communicating electronically with us.

This policy sets out how we process any personal data we collect from you or that you provide to us through our website.

We confirm that we will keep your information secure and that we will comply fully with all applicable UK Data Protection legislation and regulations. Please read the following carefully to understand what happens to personal data that you choose to provide to us, or that we collect from you when you visit this site

By visiting www.artistdiscount.co.uk you are accepting and consenting to the practices described in this policy

6. TYPES OF INFORMATION WE MAY COLLECT FROM YOU:

You may supply us with, and we may collect and store information about you by filling in forms on our website. This includes information you provide when you submit a contact form or placing an order. The information you give us may include your name, address, e-mail address and phone number and payment details.

We will not share this information to any third parties

Types of information the ISP may collect from you

With regard to each of your visits to our website our ISP may automatically collect information including, but not limited to the following:

- technical information, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system and platform;
- information about your visit, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors, formation
- Whilst artistdiscount.co.uk have the right to seek this inform our ISP this would be only if there was a failure or attack on the artistdiscount.co.uk website or email
- Via our ISP, our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

Any information you provide to us will normally be via our contact page or email. The latter is received by artistdiscount.co.uk as one-off messages secure messages via out ISP via its secure server

We use a trusted third-party website and hosting provider (wix.com) to facilitate the running and management of this website. nartbynickibrooks.co.uk meet high data protection and security standards and are bound by contract to keep any information they process on our behalf confidential. Any data that may be collected through this website that artistdiscount.co.uk process, is kept secure and only processed in the manner we instruct them to artistdiscount.co.uk cannot access, provide, rectify or delete any data that they store on our behalf without permission.

How we may use the information we collect We use the information in the following ways;

- to provide you with information and/or services that you request from us
- to contact you during paintings to ensure you are content at all stages

Information our ISP automatically collect Out ISP may use information in the following ways;

- to administer our site including troubleshooting and statistical purposes
- to improve our site to ensure that content is presented in the most effective

manner for you and for your computer

- security and debugging as part of our efforts to keep our site safe and secure

This information is collected anonymously and is not linked to information that identifies you as an individual. We use our ISP www.wix.com to track this information.

7. DISCLOSURE OF YOUR INFORMATION

We do not rent, sell or share personal information about you with other people or non-affiliated companies.

We will not disclose your information to 3rd parties , unless required by law or other regulations.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

8. THIRD PARTY LINKS

Our site may, from time to time, may contain links to and from third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

9. YOUR RIGHTS – ACCESS TO YOUR PERSONAL DATA

You have the right to ensure that your personal data is being processed lawfully (“Subject Access Right”). Your subject access right can be exercised in accordance with data protection laws and regulations. Any subject access request must be made in writing to Datum Designs via email (see contact us page). We will provide your personal data to you within the statutory time frames. To enable us to trace any of your personal data that we may be holding, we may need to request further information from you. If you have a complaint about how we have used your information, you have the right to complain to the Information Commissioner’s Office (ICO).

10. CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.