



[WWW.MELREID.CO.UK](http://WWW.MELREID.CO.UK)

## 2026 Commission Guide

No more wishing or waiting for the perfect moment to come along. Let's create the piece of art you've been dreaming about.

The process is pretty simple and exciting. Please read through the guide and if you have any questions please DM/Email me.

## What is included in the price...

### The 'from' price includes

- 3 sketches
- Colour swatches
- Postage of colour swatches
- Unlimited pictures taken from iphone
- Final jpg pictures for personal use only (Full copyright is owned by Mel Reid)
- Certificate of Authentication

## What is NOT included in the price...

Type of Charge	Price
Postage & Postal Insurance	This can vary depending on size, value & location
Additional subjects (People & Animals)	This will be listed in your quote. From £50 - £150
Further sketches & colour swatches (Over 4 sketches and 15 swatches)	From £20
Framing (Professional)	Will require a quote from framer & artist
Purchasing Copyright Rights for a picture	Price varies depending on the subject.
Framing (non-professional) time, frame & expenses	Will require a quote from artist
Mounted paper commissions	From £10

## **COMMISSION GUIDE**

### **STEP 1 – Deciding what you want**

Start by looking at my website for ideas and send me the requirements.

#### **Portraits**

I require good quality photos of your pet or person for portraits.

Send as many pictures as you can, this will enable me to look at the quality and the composition. The closer up the better and with a non-phone camera if possible. Light is also something which is really important.

Double animal portraits are the hardest to capture especially when they don't get on. Sometimes I can merge pictures together but the light & angles have to be perfect.

If you are local, I can visit and take photos. The first hour is free but additional hours are chargeable.

#### **Other**

If you require a photo of a particular subject, please look through [www.pixbay.com](http://www.pixbay.com) for pictures. This website has hundreds of copyright free images. I cannot copy a copyright photo without gaining permission from the owner or buying the rights.

#### **Abstract**

The most challenging and fun to do. Your style, likes and dislikes are very important and you will be required to document these and send to me before I can create a quote.

### **STEP 2 - Size**

Measure the space where your painting will be situated. Make sure you pick a size that will fit and compliment your painting. I can recommend sizes for you. If you are commissioning as a gift, make sure they have the space.

### **STEP 3 - Colours**

Think about colours you do and don't like. I can also use emulsion paints which you have used in your home.

## **STEP 4 – Supply information for quote**

Email your requirements for your painting with details such as likes, don't like, your ideas, reference pictures, sizes, colour ideas and if you have a budget, size or surface requirement.

## **STEP 5 – Quote**

Dependent on your requirements the quote will take between 2 – 14 working days to complete and to send further amendments to the quote may take another 2-7 working days.

## **STEP 6 – Final Quote sign off**

A final quote with extras which may occur during the process will be sent to you. Please confirm via email that you are happy to proceed.

## **STEP 7 - Deposit**

A deposit invoice will be sent via email. Bank transfer or payment through credit/debit card. This is a non-refundable deposit

## **STEP 8 - Sketches & Colour swatches**

Once I have all the information, I will do 3 small sketches to send to you via email. The colour swatches will be sent to your home.

If you require more sketches & colour swatches please let me know (email - [mel@melreid.co.uk](mailto:mel@melreid.co.uk)).

## **STEP 9 – Choosing a sketch**

Please take your time choosing the right sketch and I will advise you on what will work if you need help.

Materials will be ordered and work will commence once they arrive.

## **STEP 10 - Work in progress updates**

Pictures will be sent to your email, phone or FB message on a regular basis.

## **STEP 11 - Final Payment**

Once the commission is complete, I will send you pictures and the postage price. I require final payment & postage before the picture is delivered.

## **Time frame**

This is dependent on how long the swatches & sketches take to be approved. The process roughly takes 2-6 weeks to complete.

## **Meeting in person**

If you are local, we can meet and discuss your requirements at the before quote stage. I will take photos and notes of my observations. There is no additional charge for this.

## **Delivering in person or pick up**

There is no additional charge If you are local, I can deliver in person. The painting will come packed. Pickup is also available.

## **Returns Policy on commissions**

I do not accept returns on commissioned paintings.

Please understand that you are very involved in my commissioning process. Before sending your final invoice and shipping your painting, I will e-mail you an image of your commission for your approval. In this way, you can be confident that you know what you have paid for. Please be rest assured you will be involved every step of the way.

## **Lost or damaged parcel**

I will track your painting through the online tracking system on Royal Mail/Parcel Force Website. Any lost or damaged paintings which is the fault of the carrier will go through the claims process before I can issue a refund (any refunds made must be made in the same method of payment received to Mel Reid. We cannot refund money into other accounts other than the one you originally paid with). If you would like it repainted this is also available.

**Damaged** - Please contact me ASAP if your parcel is damaged and send photos.

**Lost** – If your painting has been lost by the carrier, I will go through the appropriate channels to report.

**Stolen** - If your delivery has been signed for by the Carrier without your permission and stolen from the doorstep, please

let me know ASAP. I will go through the appropriate channels to report.

## **Copyright**

The rights to the image remain the property of Melanie Reid. Images may not be copied, used or reproduced without written permission to the artist.



## Privacy Policy

We value your privacy and want you to understand the choices and control you have over your information.

We value your privacy and want you to understand the choices and control you have over your information.

This website/business is operated by Mel Reid. We take your privacy very seriously therefore we urge to read this policy very carefully because it contains important information about us and:

- the personal information we collect about you, our users
- what we do with your information, and
- who your information may be shared with

### Who we are

Mel Reid ('we' or 'us') are a 'data controller' for the purposes of the Data Protection Act 1998, (ie we are responsible for, and control the processing of, your personal information).

### Information we collect

#### a) Personal information you provide to us

We collect the following personal information that you provide to us:

Your name and address, and your email address.

Some examples of when we collect this information include:

When registering to purchase a product.

#### b) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data;  
shall receive any data protection notices on their behalf; and  
shall consent on their behalf to the transfer of their personal data abroad.

### How we use the information we collect

We collect information about our users for the following purposes:

To process orders

### Who your information may be shared with

We may share your information with:

Law enforcement agencies in connection with any investigation to help prevent unlawful activity

## **Keeping your information secure**

We will use technological and organisation measures to keep your information secure.

However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

## **What rights do you have?**

### Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or it, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving license or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them

We may ask you to pay a fee before sending this information to you.

### Right to correct any mistakes in your information

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- contact us using the contact details below
- let us have enough information to identify you (eg account number, user name, registration details), and
- let us know the information that is incorrect and what it should be replaced with

### Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving license or passport and a recent utility or credit card bill), and
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

## **Changes to the privacy policy**

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

## **Contacting us**

If you have any questions about this policy or the information we hold about you, please contact us by:

e-mail: [mel@melreid.co.uk](mailto:mel@melreid.co.uk)

post:

Fairhaven, Blackford Road, Mark, Somerset, TA9 4NP

, or

telephone: +44 7879 881390

Calls will be answered at the following times:

Monday - Friday 9am - 5pm

We may record calls for quality and training purposes.