

Terms and Conditions:

- We support: JPG and TIF files (220-300 DPI). Working space Adobe RGB (1998). Lower DPI files may affect the quality of larger sized paintings
- We archive all images for a period of 90 days to facilitate reorders.
- When ordering multiple paintings from an image, there is a 20% discount on the price on all additional copies; the largest painting is considered the original.
- When sending photographs, use hard-back envelopes to avoid damage by carriers. We cannot accept responsibility for lost or damaged artwork; if photos have sentimental value, make photographic copies before submitting the originals to us. After your digital painting has been produced, we will return your photo, usually a week after you've received your painting.
- All sizes reflect the face size of the painting.
- Images may require cropping; by submitting this order, you, the customer, empower Brilliant Image's artists to make editing decisions to produce the best looking results.
- Because all media are different, the quality of the final digital painting will vary from the quality of the original image on your computer screen or photo.
- If you, the customer, do not order a proof, colors and detail cannot be guaranteed to meet expectation.
- Estimated production time is 8 working days; shipping extra. Inquire about rush fees for urgent work.
- By submitting an order, you, the customer, hereby confirm that you own the rights to the photo-artwork submitted. We reserve the right to refuse to print any image that may cause offense to public taste and concerns.
- Our Service Guarantee: If not satisfied, return the painting within 30 days and we will refund its cost.