

CELTIC ART CUSTOM REQUEST FAQs

Can I order a design that already exists?

Yes. I will waive the 20% design fee for items for which I already have a template.

Why are you charging a 20% design fee?

The initial design phase of the process takes anywhere from a week to a few weeks, and countless hours of drawing, brainstorming, and sourcing potential materials. This is above and beyond the actual time to create the piece itself and the cost of the materials.

Can I request a design that is completely unique?

Absolutely! We will discuss your ideas during the consultation phase. (Unique design requests will include a 20% design fee.)

Can I request customized wording?

Yes. I use Celtic font templates to incorporate names, dates, etc. into my Celtic wood burned art.

Can I use a design/drawing that already exists elsewhere?

This will depend on the request. I do not wish to engage in copyright infringement. If there is a design or drawing that is universally free to use (such as a family crest, coat of arms, or other common Celtic design) that is certainly acceptable. My design fee would still apply, as I would have to work out modifications to fit the finished concept.

How long does it take to get a custom piece done?

After the initial consultation, I will need at least a week or two to source materials and create some drawings. Once I have materials in hand and drawing templates created, it can take up to 4 weeks to finish a project. Once the project is done, there may be a wait of up to a couple weeks for those items that are being delivered by mail. I always tentatively say to allow 6-8 weeks for all custom design projects.

Can I make changes to a design once work has begun?

Once materials are bought and once I get to a certain point in the design process, changes made would cost more money and add extra time for order completion. It is very important to make sure to communicate all ideas in the early stages of the design process. Also, at a certain point I would no longer be able to make changes to the design, depending on the project.

When do I pay for a custom order request?

Please take a moment to download the Celtic Art Custom Order Agreement Form, which outlines the design process, fees, and payment schedules. This will give you a good idea of how and when to make payments, as well as my refund policies.

Is there a fee for an initial consultation?

There is no fee for the initial consultation. The initial consultation is an informal exchange of thoughts and ideas. If we come to an agreement on the design we can move forward to the second stage, which will require a down payment and I will provide documents and sketches, or whatever is necessary, to show my design concept for your approval.

How will the finished pieces be delivered?

This will depend on the specific client needs. If you are very local, I can deliver the order to your door for an extra fee. If you are not local, the order will be shipped—wherever possible—through USPS. Other options can be discussed individually.

What do I do if something arrives damaged?

If an item arrives damaged, please take photos of the item, the packaging, etc. and send them to me within 48 hours of receipt of the order. I make every effort to package my items more than I think they really need so that nothing breaks in transit, but should something be damaged I will work with you to either fix it, replace it, or refund a portion of your order.

What if I change my mind during the design process and no longer want the order?

In this situation, the initial 50% deposit will be forfeited. I reserve the right to finish and resell the items in my shop to recoup my losses. Any orders not fully paid for after 30 days of completion become the property of Di's Studio Designs and will be sold in my shop. In this case also, the initial 50% deposit is forfeited.

What is the best way to contact you for a request?

I typically check my email several times a day, and you can call my cell phone Monday thru Saturday between 10am - 6pm EST. Please leave a detailed message, a contact name and number, a brief description of what you are looking for, and a good time to return your call. I will do my best to return your call the same day, but if that is not possible, I will try the following day or according to our preference. The main source of communication will be through email and phone.

How much does it cost to ship an order?

I will make every effort to ship through the cheapest service, which is usually USPS. The actual cost of delivery will depend on the size of the order and the speed of delivery required, so this cost will be handled on a case-by-case basis.

Do you store payment information?

No. I take your payment and blank out or shred any sensitive information after payment is received.

What forms of payment do you accept?

I accept credit card payments over the phone (I process credit card payments through Square), or you can pay through PayPal. I am not accepting checks at this time. Cash payments will be handled on a case-by-case basis.

If you have any other questions, feel free to email me at dmlilly@disstudiodesigns.com.