

## TERMS AND CONDITIONS

(UPDATED 12 JULY 2025)

1. **DESIGN CHANGES:** The information provided in this request will serve as the basis of your commission and will initiate the design process. Design changes may be made up until 7 days prior to the start of final design and construction. Final design will be confirmed prior to start of construction.
2. **ARTISTIC LICENSE:** Glass colors and textures are subject to availability. I retain artistic license to substitute colors or textures with available colors or textures to ensure the piece adheres to the original design concept intent.
3. **DIMENSIONS:** Glass dimensions are for the visible area of the glass, and are approximate. A zinc structural frame surrounds the glass and adds approximately 1/2" - 5/8" to the dimensions of the visible area of the glass. Frame molding is approximately 1.5"-2" in width and adds 3"-4" to the total width and height dimensions of the visible area of the glass.
4. **GLASS IMPERFECTIONS:** The art glass used to make the stained-glass panel is made by hand with machine assistance, and may contain imperfections such as creases, small bubbles, color streaks etc. These are part of the handmade nature of the work you are commissioning. These imperfections do not compromise the integrity of the glass. Color of glass can vary from sheet to sheet and some subtle shade variation should be expected.
5. **DEPOSIT AND PAYMENT.** An initial non-refundable deposit of \$250 is required to formally reserve your order position in the queue, and to fund the initial design process. The initial \$250 deposit will be applied to the total amount due. 50% of the total cost may be requested to be paid prior to construction. The payment balance is due at the time of shipping. The artwork price does not include the cost of shipping and handling.
6. **RUSH ORDERS.** Orders required to be delivered before your sequential position in the queue are subject to a non-refundable \$500 rush charge. Not all rush orders can be accommodated due to competing rush orders, material availability, or an inadequate time window to perform the work.
7. **SHIPPING.** Shipping and handling is not included in the price of the glass. Due to the fragility of glass, major shipping carriers will not insure stained glass for the value of the artwork. Artwork is shipped in a custom wood crate and packed therein to protect the artwork during transit, but artwork cannot be guaranteed against breakage. By agreeing to these terms and conditions, the client holds the artist and Hook Handmade harmless in the event of damage incurred during shipping, unpacking, or installation.

Please contact Scott Hook directly with any questions

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