



<https://www.alphaalpha-art.co.uk>

BUYERS TERMS — Alpha & Alpha Global Holdings Ltd

Last Updated: 19 May 2026 Version: 1.0

1. Introduction & Scope

These Buyers Terms (“Terms”) govern the purchase of artworks and related products (“Items”) through the Alpha & Alpha platform operated by **Alpha & Alpha Global Holdings Ltd** (“we”, “us”, “our”). By placing an order on our website, you (“Buyer”, “you”) agree to these Terms.

These Terms apply to all purchases made by consumers under the **Consumer Rights Act 2015**, the **Consumer Contracts Regulations 2013**, and other applicable UK laws.

2. Ordering Process

2.1. Placing an Order

To purchase an Item, you must:

- select the desired artwork or product
- provide accurate billing and delivery information
- complete payment through the available methods

Your order constitutes an offer to purchase.

2.2. Order Confirmation

Once your order is placed, you will receive an automated confirmation email. This email **does not** constitute acceptance of your order.

2.3. Order Acceptance

Your order is accepted only when:

- we confirm availability of the Item



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- payment is successfully processed
- we issue a formal **Order Acceptance Email**

If an Item is unavailable, you will be notified and refunded in full.

3. Pricing & Payment

3.1. Prices

All prices are listed in GBP (£) unless otherwise stated. Prices may include or exclude taxes depending on your location.

3.2. Payment Methods

We accept the payment methods displayed at checkout. Payment must be made in full at the time of purchase.

3.3. Currency Conversion

If you pay in a currency other than GBP, your bank or payment provider may apply conversion fees.

4. Artwork Authenticity & Description

4.1. Authenticity Guarantee

All artworks sold through our platform are provided directly by the artists or their authorised representatives. Each artwork is guaranteed to be authentic.

4.2. Descriptions & Images

We make every effort to ensure that descriptions, dimensions, and images are accurate. However, slight variations in colour or appearance may occur due to screen settings or photographic conditions.

5. Delivery & Shipping

5.1. Delivery Areas

We ship artworks internationally unless otherwise stated on the product page.

5.2. Shipping Costs

Shipping fees are calculated at checkout based on:

- destination
- size and weight of the Item
- shipping method

5.3. Delivery Times

Estimated delivery times are provided for guidance only. Delays may occur due to customs, carrier issues, or external factors beyond our control.

5.4. Customs & Import Duties

Buyers outside the UK are responsible for:

- customs duties
- import taxes
- clearance fees

These charges are not included in the purchase price.

6. Cancellations

6.1. Right to Cancel (Consumers)

Under the **Consumer Contracts Regulations 2013**, you may cancel your order within **14 days** of receiving the Item, unless the Item is:

- custom-made
- personalised

- created on demand

6.2. How to Cancel

To cancel, you must notify us in writing at: contact@alphaalpha-art.co.uk

6.3. Condition of Returned Items

Items must be returned in their original condition and packaging. You are responsible for return shipping costs unless the Item is faulty.

7. Returns & Refunds

7.1. Eligibility for Refunds

You may request a refund if:

- the Item arrives damaged
- the Item is not as described
- you exercise your 14-day cancellation right

7.2. Refund Process

Refunds are issued within **14 days** of receiving the returned Item or proof of return shipment.

7.3. Non-Refundable Items

The following cannot be refunded:

- custom-made artworks
- digital products once downloaded
- Items damaged due to improper handling by the Buyer

8. Faulty or Damaged Items

If your Item arrives damaged or faulty, you must notify us within **48 hours** of delivery, including:



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- photos of the damage
- order number
- description of the issue

We will arrange repair, replacement, or refund depending on availability.

9. Liability

To the fullest extent permitted by law, we are not liable for:

- delays caused by carriers or customs
- damage occurring after delivery
- losses resulting from incorrect delivery information provided by the Buyer

Our liability is limited to the purchase price of the Item.

10. Governing Law

These Buyers Terms are governed by the laws of **England and Wales**. Any disputes shall be resolved in the courts of England and Wales.

11. Contact Information

For questions regarding these Buyers Terms, please contact:

Alpha & Alpha Global Holdings Ltd
Email: contact@alphaalpha-art.co.uk
Registered in the United Kingdom