

Terms and Conditions

Last updated: 29 August 2026

These Terms apply to your use of abcollab.co.uk and, where they are incorporated into a quotation, order confirmation or other written agreement, to art-sourcing services and artwork orders arranged by abcollab. If an order confirmation or separately signed agreement conflicts with these Terms, that document will take priority for the relevant project.

Our relationships with artists are governed by separate artist agreements.

1. Who we are

abcollab Ltd is a company registered in England and Wales under company number 14262951.

Registered office: 23 Lancaster Drive, London, England, E14 9PT

Email: info@abcollab.co.uk

Website: abcollab.co.uk

2. Using the website and sending a brief

The website provides information about abcollab and allows you to send us a project brief. Sending a brief, receiving a shortlist or discussing a project does not by itself create a binding contract, reserve an artwork or guarantee an artist's availability, price or delivery date.

You must not misuse the website, interfere with its security or operation, introduce malicious code, or copy, scrape or commercially reuse its content without permission. Third-party links are provided for convenience; we are not responsible for third-party websites or their content.

3. Our role

abcollab sources artworks and artists, obtains availability and pricing, and may coordinate commissioning on your behalf. abcollab does not arrange, coordinate or take responsibility for framing, delivery or installation. If you ask, we can suggest providers you may wish to approach directly, but any such recommendation is for convenience only and abcollab has no involvement in or liability for those services.

Unless an Order Confirmation expressly states that abcollab is the seller, abcollab acts as a disclosed agent for the artist or other seller of the artwork. The Order Confirmation will identify the seller. The contract for the sale or commission of the artwork is then between you and that seller, and abcollab is authorised to communicate, issue documentation and receive payment on the seller's behalf. Any separate services supplied directly by abcollab remain our responsibility.

4. Quotes, availability and orders

Shortlists and quotations are subject to availability, final artist approval and any stated validity period. Original artworks may be sold or withdrawn before an order is confirmed.

A binding order is formed when we issue written confirmation accepting your instruction on behalf of the relevant seller (or, where abcollab is the seller, on our own behalf) and any required deposit has been received. The Order Confirmation should set out the artwork or commission, seller, price, payment schedule, specifications and expected delivery arrangements.

Changes requested after confirmation must be agreed in writing and may affect the price, artist fee, production timetable or delivery date.

5. Prices, payment and deposits

Prices and any additional charges are those stated in the quotation or Order Confirmation. VAT will be dealt with as stated on the relevant invoice if applicable. Payment must be made by the method and dates shown on the invoice or Order Confirmation.

We may require a deposit before an artwork is reserved or commissioned work begins. A deposit is applied towards the amount due. If a Business Client later cancels, the deposit may be used against reasonable work already completed and non-recoverable commitments made for that order; any remaining balance will be refunded. Consumer cancellation rights are dealt with in section 10.

For Business Clients, overdue sums may carry statutory interest and recovery costs where applicable.

6. Artwork descriptions and availability

We take reasonable care to describe artworks accurately using information supplied by the artist or seller. Images viewed on a screen may not reproduce colour, texture or scale exactly, and original or handmade works may contain minor variations that are inherent to the work. Nothing in this section limits any statutory right relating to goods that are faulty, misdescribed or otherwise do not meet applicable legal standards.

7. Framing, delivery and installation

abcollab does not arrange, manage or take responsibility for framing, delivery or installation. These are matters between you and the artist or seller, or between you and any third-party provider you choose to engage. If you ask us to suggest a framer, carrier or installer, any such suggestion is a recommendation only; abcollab is not a party to any contract with that provider and accepts no liability for their services, charges, timelines or performance.

8. Risk, title and damage in transit

Unless the Order Confirmation states otherwise, title to an artwork remains with the seller until the full amount due for that artwork has been received in cleared funds.

For Consumers, risk passes when you, or a person identified by you, takes physical possession of the artwork, subject to applicable law. For Business Clients, risk passes when the artwork is delivered to you or a person identified by you.

If you receive an artwork that appears damaged in transit, please document it promptly with photographs and retain the original packaging, and contact the seller or carrier directly. abcollab does not arrange delivery and is not responsible for transit damage, but we will assist with passing on information to the artist or seller if you ask us to.

9. Cancellation by Business Clients

A Business Client has no automatic right to cancel a confirmed order unless the Order Confirmation says otherwise. If you ask to cancel, we will consider the request reasonably. You will remain responsible for work already carried out and reasonable non-recoverable commitments made to the artist or third parties before cancellation. We will refund any amount paid that exceeds those sums.

Commissioned or customised work may be difficult or impossible to cancel once the artist has begun work or materials have been ordered. Any agreed cancellation or change must be confirmed in writing.

10. Consumers - cancellation and statutory rights

This section applies if you are an individual acting wholly or mainly outside your trade, business, craft or profession. Nothing in these Terms takes away rights you have under consumer law.

If you buy a standard artwork at a distance and a statutory cancellation right applies, you normally have 14 days from the day after you receive the artwork to cancel without giving a reason. Tell us clearly by email at info@abcollab.co.uk or use the model cancellation form at the end of these Terms.

If you cancel, you must normally return the artwork within 14 days. Unless we have agreed otherwise or failed to give you the required information, you are responsible for the direct cost of returning it safely. We may reduce a refund where the value has been diminished by handling beyond what was necessary to establish the nature and characteristics of the artwork. Refunds will be made in accordance with the statutory timetable and will include the standard delivery charge where required by law.

The statutory 14-day cancellation right does not normally apply to commissioned, bespoke or clearly personalised artwork made to your specifications. This exception does not affect your rights if the artwork is faulty, damaged, not as described or otherwise fails to meet your legal rights.

If you ask us to begin a separately chargeable service during a statutory cancellation period and then cancel that service, you may have to pay a proportionate amount for work properly performed before cancellation where the law permits this and the required request and information have been provided.

11. Intellectual property

Buying an artwork transfers ownership of the physical work only. Copyright and other intellectual-property rights in the artwork remain with the artist or other rights holder unless they are expressly assigned to you in writing. You must not reproduce, adapt, manufacture from, publish for commercial use or otherwise exploit an artwork beyond any rights expressly granted to you.

The abcollab name, website design, text and other website materials are owned by or licensed to abcollab and may not be reproduced for commercial purposes without our written permission.

12. Shortlists, confidentiality and artist introductions

Shortlists, artist details, pricing and project proposals we provide are intended for evaluation of your project and may contain confidential commercial information. Please do not publish or distribute them outside the people reasonably involved in the project without our or the relevant artist's permission.

If abcollab introduces you to an artist through a shortlist, proposal or any other communication, you must not use that introduction to contact or contract with that artist directly for the same or a substantially related project, whether as a business or an individual. This applies to all clients regardless of whether they are acting in a professional or personal capacity. Any commission or engagement of an artist introduced by abcollab must go through abcollab. If you are unsure whether this applies to a particular situation, contact us before approaching the artist directly.

13. Responsibility and liability

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or mandatory consumer rights.

Where the artwork is sold by an artist or other seller and abcollab acts only as that seller's disclosed agent, claims concerning the seller's ownership of, title to, quality of or compliance of the artwork are primarily matters under the sale contract with that seller. This does not exclude any responsibility abcollab has for its own statements, negligence or services.

If you are a Consumer, we are responsible for loss or damage that is a foreseeable result of our breach of contract or failure to use reasonable care and skill. We are not responsible for business losses suffered by a Consumer.

If you are a Business Client, subject to the first paragraph of this section: (a) neither party is liable for indirect or consequential loss, or for loss of profit, revenue, business opportunity or goodwill; and (b) abcollab's total liability arising from its own services in connection with a project will not exceed the total price paid or payable under the relevant Order, except where a different limit is stated in a separately agreed contract. These limits apply only to the extent they are reasonable and enforceable under applicable law.

14. Events outside reasonable control

We are not responsible for delay or failure caused by events outside our reasonable control, including carrier disruption, serious transport interruption, fire, flood, government action, widespread systems failure or an artist being prevented from performing by an event outside reasonable control. We will take reasonable steps to minimise disruption and will contact you where a material delay affects your order. Consumer rights that cannot lawfully be limited remain unaffected.

15. Privacy, cookies and analytics

Our Privacy Policy explains how we use personal information. Where Google Analytics or other non-essential analytics technologies are used, they are governed by our Privacy Policy and cookie settings. Analytics will only be used in the manner described in those notices and settings.

16. Changes to these Terms

We may update these Terms for future website use or future orders. The version incorporated into an existing confirmed order will continue to apply to that order unless we and you agree otherwise in writing or a change is required by law.

17. General

If any part of these Terms is found unenforceable, the remaining terms continue in effect. A delay in enforcing a right does not waive that right. No person other than the parties to the relevant contract has a right to enforce these Terms unless the Order Confirmation expressly says otherwise.

18. Governing law and disputes

These Terms and any non-contractual obligations arising from them are governed by the law of England and Wales.

If you are a Business Client, the courts of England and Wales have exclusive jurisdiction. If you are a Consumer, you may bring proceedings in any court available to you under applicable consumer and jurisdiction rules.

19. Contact

Questions about these Terms, cancellations or an order can be sent to info@abcollab.co.uk or to abcollab Ltd at 23 Lancaster Drive, London, England, E14 9PT.

Model cancellation form

Only complete and return this form if you are a Consumer and wish to cancel a contract for which you have a statutory right to cancel.

To: abcollab Ltd, 23 Lancaster Drive, London, England, E14 9PT / info@abcollab.co.uk

I/We hereby give notice that I/We cancel my/our contract for the sale of the following goods / supply of the following service:

Ordered on / received on: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____

You do not have to use this form. A clear email telling us that you wish to cancel is sufficient where a statutory cancellation right applies.