

Frequently Asked Questions.



1. What is the price of custom hand-painted shoes?

For a full shoe paint, prices start from £100. For more information about pricing, please read our [pricing guide](#).

2. Which shoes are suitable for custom paint work?

As a general rule the best materials to paint on are synthetic satin, silk satin or matte leather (faux or real). The overall finished appearance will differ depending on your choice of shoe base. Canvas trainer style footwear is also an easily painted surface.

I would recommend against a suede/nubuck finish as the pile of the fabric can affect the application of paint and the sealant can cause the finish to appear uneven. I have in the past painted successfully on patent leather shoes, however cannot guarantee the same level of longevity as with the advised materials purely due to the smooth, shiny finish being more prone to scuffs and scratching that usual preparation and sealing cannot always protect against, as any glossy finish is more flexible, there is an increased risk that the paintwork could crack if stressed.

With regards for cover I can prime and pre-lighten any shade however for a full shoe paint, if lots of detail and colour white or a lighter shade is recommended.

3. What methods of payment do you accept?

Tanzanite Butterfly accepts payment via PayPal or Bank Transfer. You will be sent an electronic invoice. All fees/costs incurred payable by customer.

4. Do you paint shoes for other occasions?

Absolutely! I specialise in wedding customisations but can provide shoes for any occasion – From Special occasion shoes like Prom straight through to some special, personalised shoes just because! I can also provide children's shoes and clothing.

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5. How long will my shoes take?

Depending on how full the order diary is and the level of detail required on your shoes, the estimated completion date can be anywhere between two weeks and a few months, For this reason I advise that you contact us well ahead of time to avoid disappointment. I take the date you require the shoes by early on to make sure it is possible within our time frame. I am in contact throughout the process so do try to give a realistic timescale for work once it is underway.

If you have only just discovered Tanzanite Butterfly and your big day is close but you would still love a pair of your own, please do message us at contact@tanzanitebutterfly.co.uk or via our Facebook page and where possible I will always try to help with regards to a rush order.

6. What are your delivery costs?

Delivery costs vary depending on the destination. In the past I have taken orders from Australia, America and even Kenya, Africa!

- ♦ UK: £10 (Packages sent via Mail Special Delivery Guaranteed®, tracked, insured and guaranteed the next day before 1pm)
- ♦ Europe: £19.50
- ♦ worldwide: £26.00 (shipping to the majority of countries outside the Europe – they are tracked and insured).

International deliveries are estimated to arrive between 5– 7 working days but these times cannot be guaranteed. *

** All Prices quoted are subject to change in line with Post Office increases – you will be advised of any changes at the point of invoice.*

7. What does the price include?

As well as a beautiful one of a kind pair of shoes, you will also receive a digital copy of the original concept sketch.

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8. Why do you use Genuine Swarovski crystals© in your work ?

Undeniably there are cheaper flatback crystals on the market, however I believe that none offer the same level of quality and multifaceted sparkle that comes with Swarovski, over other artificial rhinestones. With a huge range of colours, to complement your shoe design, each give off a dazzling, diamond like brilliance. They are machine cut ensuring uniformity and precision in each gem facet that cannot be matched elsewhere.

9. Do you provide the shoes?

As your comfort on your big day is as important to me as your shoes looking beautiful, I recommend that all customers find their own shoes and try them on to ensure your bespoke shoes are the perfect fit.

If you are having difficulty in finding your ideal base pair of heels this is something I am happy to help you find a suitable pair. For further assistance contact@tanzanitebutterfly.co.uk

9. Do you have a returns policy?

Unfortunately we do not offer returns or refunds on orders. In line with Distance Selling regulations, customised and personalised items are non- returnable/ refundable. Of course if you have any issues, please do contact me.

Will people be able to see photos of my shoes before my wedding?

Tanzanite Butterfly owns all shoe designs, photographs and sketches of artwork. These remain the exclusive copyright and intellectual property of Jay Parr, the artist. Tanzanite Butterfly's reserves the right to photograph the finished shoes, these images may be published or distributed for promotional and marketing use on (including, but not limited to) the website, social media accounts, and other commercial or non-commercial outlets. *However, I know most brides like to keep their shoes as a special surprise touch on the day – where possible I avoid posting any images online of your shoes before your big day. If you are kind enough to send me any images/professional photography after your wedding, they will be used in the gallery/promotional material with your expressed permission only.*

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10. Can I wear my shoes if it s raining?

Yes! Tanzanite Butterfly uses the highest quality fabric and leather paints, priming the shoes before the artwork goes on and then applying two coats of water resistant sealant to protect the art work when completed. This is all with a mind to ensure durability and longevity of the paintwork. As such the shoes should be able to withstand mildly wet weather conditions). Despite every effort to ensure that the paintwork is protected to a high level, I cannot provide a guarantee. It is recommended that all shoes be for occasion wear only and should be handled with care, if the basic care recommendations are adhered to there is no reason you shouldn't be able to enjoy your shoes for many years to come!

How do I care for my hand-painted shoes?

To care for the artwork on your shoes I recommend they are kept in their box when not in use. This reduces the chance of accidental scratching/scuffing – the paintwork is sealed to prevent this but anything sharp could cause damage.

I also recommend keeping the shoes our of extreme temperatures. The materials used (in particular the strong adhesive used to attach gem-work) can be affected by conditions that are too hot or cold causing the paint to crack or gems to become dislodged.

The genuine Swarovski Crystals © are attached to the shoes using a powerful adhesive to ensure the strongest hold – they are placed as flush to the shoe as possible to prevent catching on anything but they should still be handled gently and if any fabric/ thread is caught try to detach gently. The crystals should remain in placem however as accidents happen, I provide a small amount of replacement crystals should you need them.

If your heels require cleaning, I recommend you use a lightly damp cloth to gently wipe away any dirt. For heavier soiling, you can use a very mild PH balanced soap to the water. Under no circumstances should you use chemical cleaners as these could strip the sealant and damage the artwork beneath.

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Still not found the answer to your question or would like further details?

Simply get in touch with us at Contact@tanzanitebutterfly.co.uk or contact us through our [Contact Form](#) or Facebook! I'm always happy to help!

Some further answers may be found in our Privacy Policy and Terms and Conditions Section.

