



FAQ

1. How does it work?

PART ONE (online): Art\$Pay acts as the connector for both parts of this annual exhibition. Each artist manages their own art enquiries, inspections, sales transactions and sold art delivery. Artist and purchaser are expected to adhere to current COVID-19 precautions and should agree on how that should be done before the delivery or pickup date.

All event and purchase enquiries are submitted to AP using forms found on the individual artist pages. General inquiries can be sent directly to info@artspay.org

AP checks email several times a day and will forward your enquiry to the artist and follow up with a phone call notice.

Artists check email and mobiles several times daily through-out the event and will reply to your enquiries within 24 hours. Purchase enquiries are addressed in the order in which they are received, however a sold indicator will only be put beside a work after payment is made and the sale is finalized.

PART TWO (The Gallery @ 52 Regina): If you see something you'd like to purchase in the gallery and the label beside the art doesn't have a red dot indicating that it's sold, you can submit your enquiry to Art\$Pay by:

- Using your phone to submit the form on the homepage or by emailing info@artspay.org with the artist name, artwork title and price. Please note there is no public wifi in the gallery

- Paper and pens will be provided so you can write down the information and email Art\$Pay at home.
- A participating AP artist will be in the gallery at all times and can offer assistance.

2. What kind of payment is accepted?

The artist will suggest preferred payment options which may include credit, e-transfer, cheque or cash at the time of delivery. The artist will provide a receipt with record of the sales transaction, terms and conditions.

Art prices are as noted and discounts are not possible however the artist may agree to a payment installment plan. If an artist collects HST it will be indicated by the price.

3. Can I see the artwork before I make a purchase?

An opportunity to view the artwork may be arranged directly with the artist. The Gallery @ 52 Regina is an available, convenient meeting place.

Artwork may be kept on approval, provided the artist is first paid in full. Art may be returned in the original packaging within 3 days of delivery for a full refund by the artist, by payment as received, unless damaged, in which case the purchaser owns the work.

It is suggested that any damage is recorded, agreed on by both parties and that dated receipts are issued for payment made. A photograph at time of delivery, of all sides, is a quick and effective 'damage' record. After the 3-day or other documented agreed-upon period, all sales are final.

4. Delivery of sold work by the artist may happen at any time, free to addresses in Waterloo Region.

For additional charges, they may be willing to ship within the region, and arrange delivery or shipping to addresses outside the region.

Questions, problems, technology not your thing?

Contact info@artspay.org or Cathy Farwell @ 519-504-3277 between 10 am - 8pm