

FREQUENTLY ASKED QUESTIONS OF THE ARTIST

(FOR PRINTS AND MERCHANDISE, SEE VENDOR FAQ'S BELOW AT PAGES 7 & 8)

*** How and when should interested customers contact the artist, Roger?**

Anyone interested in purchasing one of my pieces can contact me at any time via email at roger@islandhues.com. I check my emails regularly and will get back to you within 24 – 48 hours. I also have a contact page under the 'Support' tab at the top of the main page of my website. Feel free to reach out to me here if you have questions about a purchase you have already made as well.

*** Do you accept commissioned projects?**

Yes, I do commissions of almost any subject matter. The process for this is detailed under the '[Commissions](#)' tab at the top of the main page of the website.

*** Do you have a newsletter subscription form?**

You can sign up for my [newsletter](#) at this website's window prompt that opens for new visitors to get on my mailing list.

*** What are your payment terms?**

Payment Terms and Conditions

1. Accepted Payment Methods

- We accept the following payment methods:
 - Credit/Debit Cards: Visa, MasterCard, American Express, Discover
 - PayPal
 - Bank Transfer (for high-value purchases or commissions)

2. Currency

- All prices are listed in U.S. Dollars (USD).
- If purchasing from outside the U.S., you are responsible for any currency conversion fees or fluctuations.

3. Deposit and Full Payment Policy

- **Original Artwork and Ready-to-Ship Merchandise:** Full payment is required at the time of purchase before the item is shipped.
- **Commissioned Artwork:** A non-refundable deposit of 50% is required to begin the commission. The remaining 50% balance must be paid before shipment or delivery of the completed artwork.

4. Invoices and Receipts

- After placing an order, you will receive an invoice via email.
- A receipt will be issued upon confirmation of payment.

5. Payment Deadlines

- Full payment is required immediately upon checkout for ready-to-ship artwork and merchandise.
- For commissioned artwork, the final payment must be made within 7 days of receiving the invoice for the completed work.

6. Late Payment Penalties

- For commissioned works, if the balance is not paid within 7 days after completion, a late fee of 1.5% per month will be applied to the outstanding amount.

7. Sales Tax and VAT

- Prices do not include sales tax. Sales tax will be calculated and applied at checkout based on your location.
- For international orders, you are responsible for any additional VAT or customs duties imposed by your country.

8. Shipping Fees and Delivery (See bottom of this message for details on third party shipping of prints and merchandise)

- Shipping costs are not included in the listed price and will be calculated at checkout based on your location and the size/weight of the artwork.
- International customers are responsible for any customs fees or taxes associated with shipping to their country.

9. Refund, Exchange, and Return Policy

- **Original Artwork:** All sales of original artwork are final. No refunds or exchanges will be provided.
- **Merchandise:** Merchandise may be returned or exchanged within 14 days of receipt, provided it is in its original condition and packaging. The buyer is responsible for return shipping costs.
- **Commissioned Artwork:** Commissions are non-refundable due to their custom nature.

10. Order Cancellations

- **Original Artwork & Ready-to-Ship Items:** You may cancel your order within 24 hours of purchase for a full refund.
- **Commissioned Work:** If a commissioned work is canceled by the buyer after the deposit is made, the deposit will be forfeited, and no refund will be issued.

11. Damage During Shipping (See bottom of this message for details on third party shipping of prints and merchandise)

- If your artwork or merchandise arrives damaged, please contact us within 48 hours of delivery with photographic evidence. We will work with you to resolve the issue, including repair, replacement, or a refund (if applicable).

12. Payment Security

- All transactions are processed securely using industry-standard encryption to protect your payment information. We do not store your credit card details.

13. Dispute Resolution

- In the event of a payment dispute, we will make every effort to resolve the issue amicably. However, both parties agree that disputes will be resolved through binding arbitration, rather than through litigation in court.

14. Customs and Import Duties

- For international orders, you are responsible for any import duties or taxes that may be applied when the artwork or merchandise arrives in your country.

15. Contact Information

- For any payment-related questions or issues, please contact us at roger@islandhues.com or call 602-614-4826

*** Do you offer installment payment plans?**

- No. Full payment is required immediately upon checkout for ready-to-ship artwork and merchandise.
- For commissioned artwork, the final payment must be made within 7 days of receiving the invoice for the completed work.

*** Do you have a return policy?**

- **Original Artwork:** All sales of original artwork are final. No refunds or exchanges will be provided.
- **Merchandise:** Merchandise may be returned or exchanged within 14 days of receipt, provided it is in its original condition and packaging. The buyer is responsible for return shipping costs.
- **Commissioned Artwork:** Commissions are non-refundable due to their custom nature.

*** What shipping options do you offer? (See bottom of this message for details on third party shipping of prints and merchandise)**

Shipping options for original paintings coming directly from this artist are as follows:

Standard Shipping:

- Estimated delivery: 5–10 business days,
- Ideal for local and domestic shipping.
- Cost-effective for most customers.

Expedited Shipping:

- Estimated delivery: 2–5 business days.
- Faster delivery for time-sensitive purchases.
- Higher cost compared to standard shipping.

Express Shipping:

- Estimated delivery: 1–3 business days.
- Ideal for urgent orders.
- Premium pricing due to the fast delivery.

International Shipping:

- Delivery times vary depending on the country (typically 7–21 business days).
- Additional customs fees and taxes may apply.
- Offer tracking for international orders.

Local Pickup:

- For customers in my local area (Manor, Tx).
- No shipping costs, but arrangements need to be made for pickup.

White Glove Delivery:

- Personalized service for high-value or large artworks.
- Includes careful handling and setup in the customer’s home or gallery.
- Typically higher cost and not available in all parts of the country or overseas.

Insured Shipping:

- Standard/expedited shipping with insurance to protect against damage or loss.
- Especially important for expensive pieces.

Flat Rate Shipping:

- Fixed shipping price regardless of location.
- Simplifies checkout for customers.

Free Shipping (on Orders Over a Certain Amount):

- Encourages higher-value purchases by offering free shipping on orders above a set threshold.

*** Do you accept purchases from corporate art consultants and interior designers?**

We work with corporate art consultants and interior designers with favorable terms in pricing, customization limits, and artist freedom to sell similar works independently.

*** In what galleries is your art currently available?**

My art is currently available in Texas at ArtUS & Co., in the Arboretum in Austin, and at the Lost Pines Art Center in Bastrop. Virtually, my work can be found at Saatchi Art Gallery, the Unreal - 2024 Exhibition, and at my website, Islandhues.com.

*** Are you interested in being contacted by galleries or agents?**

Yes, I am interested in hearing from galleries and/or agents.

*** Do you accept visitors at your studio?**

I accept visitors at my studio by appointment.

*** Do you rent or lease your art and what are your fees?**

No, I do not rent or lease my art.

*** Do you use archival, environmentally friendly materials?**

I use archival materials as much as possible, less so in some of my older work.

*** If you print limited editions of your originals, what is the size of the edition?**

Currently, I do not offer limited editions of original works.

*** Does your print come with a certificate of authenticity?**

As a standard practice, I do not provide a certificate of authenticity, however, one can be provided anytime upon request as I have a template for that purpose.

*** Do you help customers with the selection of frames for your artwork?**

Sure. I am happy to help with frame selection for my artwork.

VENDOR POLICIES (for prints and merchandise)

Shipping times range from 1-7 business days. You will receive a tracking number as soon as your order has been shipped.

Order Type	Production Time	Standard Shipping
Paper or Canvas (print only)	5 Bus. Days	3-7+ Bus days*
Acrylic or Metal (print only)	5 Bus. Days	3-7+ Bus days*
Print & Frame Presentations	10 Bus. Days	3-7+ Bus days*
Custom Canvas Art	5 Bus. Days	3-7+ Bus days*
Sample Packs	3 Bus. Days	3-7+ Bus days*

*** Business Days are Mon. - Fri.** With our favorable central location, 85% of the Lower 48 experiences shipping times of 3 business days.

^ We stock some popular sizes, produced much more quickly.

For US territories outside of the 48 contiguous states (Alaska, Guam, Hawaii, Puerto Rico, Virgin Islands), please expect a few extra business days for shipping.

Note: *Orders placed after 10 AM EST will go into production the next business day. Please allow 1 additional day if your order placement, production date range or delivery date range falls on one of these holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day*

How much does the shipping cost?

The shipping price is calculated based on weight coefficient of each item.

When will I receive my order?

We do our best to ensure your order arrives in a timely manner. In general, most frame orders are processed, produced and shipped within 2-3 business days - and typically arrive in 4-5 business days. Canvas orders are usually produced in 3-4 days, arriving in 5-6 business days. Next day and 2-day express shipping are available, however please note that these options will

not affect processing time. International orders typically arrive within 6-10 business days via USPS Priority Mail.

Can I ship to CANADA / INTERNATIONAL / APO / FPO addresses?

Yes. Additional charges may apply. Items will be shipped USPS Priority International or FedEx, per request.

What is your Policy on Returns / Exchanges / Refunds?

We will provide a no charge replacement or refund for any quality issues. We may request to have the presentation / order returned to us and would provide a return shipping label. We do not provide a refund based on customer preference. We will provide a refund or a no charge replacement for any orders damaged in shipping. For a refund or replacement, please [contact us](#). There's a 15% restocking fee that is applied for any order canceled or exchanged.

Can I cancel my order?

Unless your order has already gone into production you can cancel it. Please [contact us](#) as soon as possible if you need to cancel your order.

How long does it take to process a refund?

Processing a refund can take up to 7-10 business days.

How do I return my package?

For a refund or replacement, please contact us [here](#).

Who to contact?

You can reach out at any time by sending us a message [here](#).