

Gallery FAQ Sheet 2015

There are a number of questions we often hear from our artist members. We understand that if you deal with many galleries, or aren't in contact with us very often, details can be forgotten. In an effort to help with that, I've put together this sheet with frequently asked questions and some guidelines to remind you in case you might have forgotten something. As always, if you have any questions that are not directly mentioned here, don't hesitate to contact us.

What are the gallery hours? - The shop is open Tuesday through Friday: 10:30 am to 5pm and Saturday from 11am to 4pm. The first three weeks of December the hours change for the holidays. Check the website or our Facebook page for those seasonal hours. National holidays also affect the shop hours. Call to confirm if we are open.

When can I deliver/pick up work? –

- No matter when you plan to come, we must have at least 3 business days advance notice so we have time to clear your work from the gallery floor, remove it from our inventory system and pack it for transport
- The best times to pick up and/or drop off work is on a WEEKDAY during the operating hours listed above. The gallery is closed on Mondays, but the admin staff is here (unless it's a holiday). Please call ahead to let the staff know you if you need to come on a Monday.
- As mentioned in the handbook we cannot come in early or stay late. Saturday is not a good day for delivery/drop off, as we only have two people on staff, the customer traffic is much busier and the door we use as our "back door" is actually the front entrance for the business above us and they keep that door locked and alarmed on weekends. If there is a great hardship and Saturday is the only day available to you, please contact the gallery ahead of time to see if a time can be arranged. This, however, is not a guarantee.

How do sales work? – There are a few different ways to answer this depending on the type of sale it is.

1. Gallery/Shop sale- All sales done through the shop are done on a 60/40 split with 60% of the original retail going to the artist. The split is non-negotiable. When work is brought or shipped in we ask that the artist provide an invoice with the RETAIL price of the items. 5% is added to the retail price to cover for shop supplies. We pay commissions on the 15th of the month after the sale is made.
2. Referrals/Commissioned work/Special orders- There are two ways we handle this
 - a. The first is by referral. In this case, we give the customer the artist's name and contact info and the customer and the artist handle the transaction themselves. Since we put the two parties together, the artist is responsible for paying Piedmont Craftsmen 10% of the retail price. (For example, if the piece commissioned was \$100, then the artist would send PCI a check for \$10). Please remember to include this percentage in your pricing to the customer.
 - b. With the second kind of special order, we make all the arrangements between the customer and the artist for the work being ordered per the customer's instruction. The payment runs through the gallery. In this case Piedmont Craftsmen takes a larger commission on the sale. It can be up to 30% of the retail, depending on the exact nature of the special order.
3. Off Site Special Events/Exhibitions - From time to time Piedmont Craftsmen will do a special show or event off site. In these cases Nicole (our Exhibitions Coordinator) will put out a call to all exhibiting members. Space for these shows is available on a first come, first serve basis, depending on the size of the venue. The split for these shows varies and will be made available to the artists when the call for the shows goes out. In some cases, these off-site shows are also open to work that is considered "not for sale," but check with us first before doing that. All pieces for shows done in the Piedmont Craftsmen Gallery must be for sale.

The Craft Fair – This is a whole issue unto itself so I will try to make it as clear as possible.

If you want to pick up work in the gallery for your fair booth you need to make arrangements with the gallery manager to have the work picked up.

- For those who live **LOCALLY** (within 1 hour away), you must pick up your work **NO LESS THAN A WEEK BEFORE THE FAIR**. Since it is Fair time, we require that you give us a weeks' notice that you plan to come.
- For those who live further out, you need to call ahead, preferably no later than one week before Fair load-in day, and we can have your work ready for pick up no later than the Thursday before the Fair.
- In both instances, whether local or otherwise, you will not be able to come in and take work from the shop on the Friday of Fair week nor will you able to pick up work during the Fair weekend.
- Please contact us to arrange a time, and understand that staff needs time to take work out of the system and have it properly packed for you.
- **Leaving work for the shop after the Fair** - Yesss!!! We love getting work for the shop at this time of year. For some of you it's the only time we see you. Shop staff will be at the Fair on Sunday with inventory forms. The one thing I would say that's most important: bring boxes!!!! We can't always guarantee that we will have any (especially large ones) so it might be best if you provide boxes and/or bags for your work as well as an invoice of the pieces included and their retail prices.

If you are not doing the Fair but want to bring work for the shop at Fair time the same rules apply as with a regular drop off, only more so. Give us at least a week's notice, and if at all possible, avoid the week of the Fair completely. It may be best to do it well in advance of the Fair. Once the event begins we will be working with a smaller gallery staff and they won't have as much opportunity to check work in and put it out on the floor.