

## Gallery Q: Artists Cooperative Online Store Instructions

### **In Store Pick-Up Instructions:**

- 1. Orders Ready for Pick-Up**
  1. Be sure to note pick-up when making online orders.
  2. Orders are ready to be picked up when customer receives an email confirmation from Gallery Q. *Please allow up to 48 hours to confirm order.*
  3. All In Store Pick-Ups are free.
- 2. Proof of Purchase**
  4. Proof of purchase is required to pick up artwork.
  5. Bring Printed Receipt or Digital Receipt on device.
  6. If a receipt is not possible, then customer will need to provide a Photo ID.
- 3. Pick-Up Times:** Online Orders can be picked up at Gallery Q during operating hours. No appointment is necessary.
- 4. Mask Required:** Guests must wear a mask in Gallery Q. If guests do not have one, one will be provided for them. *A \$1 donation for the mask is appreciated.* Our Gallery Staff will be masked for your protection as well.
- 5. Sanitize hands:** Guests must sanitize their hands upon entering the gallery. Hand Sanitizer will be available at the front door and through the Gallery.
- 6. Pick-Up Area:** Guests may go to the desk and let the Gallery Q staff member know they have an online order to pick-up. A Protective Shield is on the desk.

**Sidewalk-Side Pick-Up Instructions:** *We cannot offer curbside pick-up due to parking limitations and limited staff. We can deliver the pick-up to you outside the gallery door if customers do not want to enter the gallery.*

- 1. Orders Ready for Curbside Pick-Up**
  7. Be sure to note you would like sidewalk pick-up when making online orders.
  8. Orders are ready to be picked up when customer receives an email confirmation from Gallery Q. *Please allow up to 48 hours to confirm order.*
  9. All Sidewalk Pick-ups are free.
- 2. Proof of Purchase:**
  - Proof of purchase is required to pick up artwork.
  - Bring Printed Receipt or Digital Receipt on device.
  - If a receipt is not possible, then customer will need to provide a Photo ID.
- 3. Pick-Up Times:** Online Orders can be picked up at Gallery Q during operating hours. No appointment is necessary.
- 4. Call us at 715-345-2888.** When you have arrived at the Gallery please call us.

**By Appointment Pick-Up or Gallery Viewing:** For customers and guests that are not able to pick-up artwork during Gallery Q's new operating hours or cannot be in public due to health concerns, a private appointment can be made.

**Appointments can be made two ways.**

- Contact Jessie Fritsch at 715-252-4125 or [jessie@jessiefritsch.com](mailto:jessie@jessiefritsch.com) to set up an appointment.
- Contact Gallery Q during operating hours.

**Limited Shipping:** Most products in the online store will be in store pick-up only at this time as we navigate through this new online store. A few artists do offer shipping for their artwork. Please note product details to see if artist or artwork offers shipping at this time.

1. **Orders Ready for Shipment:** Orders are ready to be shipped when customer receives an email confirmation from Gallery Q. *Please allow up to 48 hours to confirm order.*
  - Be sure to check if shipping is available when making online orders.
2. **Orders will be shipped out within 3-5 days of purchase.**
3. **Confirmation Email:** Customers will receive an email when an item has been shipped with tracking number.

Please contact Jessie Fritsch (Online store coordinator) with any issues, concerns or questions about the online store, in store pick-up, or shipping. You can contact her directly at 715-252-4125 [jessie@jessiefritsch.com](mailto:jessie@jessiefritsch.com)

**Thanks for all your support.**

*Gallery Q Artists*