

# loupe

## Original Art Sales Procedures & FAQ

*Please Note: Dependent on size restrictions, some artwork can be shipped via UPS and others will be shipped through our preferred fine art shipping vendor, Team Worldwide. We've included the steps for each below. Pages 4-5 address general questions on Original Art Sales.*

### Shipping Procedures: Via UPS

#### **Notification:**

- Artist will be notified of sale within 24 hours via email that includes: a copy of the order, artwork JPG, UPS shipping label, packing slip and blank Loupe branded Certificate of Authenticity. Please reply to this email immediately to confirm receipt and that the artwork purchased is still available and matches the JPG included of the order.
- Expect delivery via FedEx of a customizable Airfloat Systems Strongbox within 3-5 days.
- 48 hours after the arrival of your Strongbox, pack and prepare your art for shipping (*see instructions below*). We ask that you use your best judgment, based on the size of the artwork and proximity to UPS, to determine if you would like to drop it off at a UPS store or call 1-800-PICK-UPS to schedule a pickup.

**Photographing Your Art:** To prepare for the possibility of a loss or damage in transit, all artwork must be thoroughly photographed before, during and after packing for insurance claim filing and financial loss recuperation.

- Artwork must be photographed from all angles **before packing**: front, right side, left side, top, bottom and back (detail shots are only necessary if original has intentionally artistic flaws that could be interpreted as damage).
- Artwork must be photographed inside the box before the lid is closed.
- The completely packed, boxed and labeled artwork should be photographed from at least four angles.

**Packing your art:** For items sent through UPS we are providing a Strongbox, but will not be supplying archival tissue paper, cardboard or tape to secure the artwork.

- Preparing works on paper:
  - Wrap your piece within archival tissue paper or glassine. Take four square pieces of paper and fold in half diagonally to create a triangle and fold again to make a triangle pocket. Place one pocket onto each corner of the piece. Finally, sandwich your piece between two pieces of cardboard cut one inch larger than the original on all sides and tape **ONLY** the tissue paper corners to one side of the cardboard. (*We will be sending you a Strongbox specifically sized to fit 1" larger than your specified dimensions to accommodate the cardboard protection*). Depending on your work's medium, you may prefer to first put it in a protective sleeve or archival tissue wrap. Keep in mind that any material touching the art itself must be archival to protect the surface.
  - Complete either a Loupe Branded certificate of authenticity or your own and place, along with the packing slip, in a 5" x 8" or larger envelope to attach to the cardboard.
  - We highly encourage shrink-wrapping and protective cardboard layers surrounding the piece for stability. This can either be done at your local frame shop, shipping and packing supply store or you can purchase your own. Securely taped glassine sleeves can work alternatively, yet be sure to close the cardboard sides with packing tape. *See below for instructions on how to fit into the lined Strongbox provided as well as product recommendations.*
- Preparing all other pieces:
  - Complete either a Loupe Branded certificate of authenticity or your own and place, along with the packing slip, in a 5" x 8" or larger envelope to securely attach on the back of the piece.
  - Before placing your art in the Strongbox, select a wrapping medium for your artwork using our recommendations on archival quality tissue, paper or a fabric hybrid. Keep in mind that any material touching the art itself **MUST** be archival to protect the surface. *See below for instructions on how to fit into the lined Strongbox provided.*

- [http://masterpak-usa.com/cat\\_206\\_tyveksoft.htm#archivalpak](http://masterpak-usa.com/cat_206_tyveksoft.htm#archivalpak)
  - <http://www.dickblick.com/products/glassine-interleaving-paper/>
- **Fitting all artworks in Strongbox:** Please see attached PDF that comes with each Strongbox for more detailed instructions. With Airfloat Systems Lined Strongbox, your art is safely encased in two layers of convoluted foam and one layer of Perf-Pack foam. *To customize the Perf-Pack layer to your specifications:* simply remove perforated squares to form an opening that precisely encases your art. These multiple layers work together to provide superior shock absorption, guarding the art from bumps and scrapes during shipping. For an instructional video, [click here](#).
- To close a box securely, **do not** use masking tape, cellophane tape, duct tape, string, or paper over-wrap. Instead, use strong tape that is two inches or more wide, such as Pressure Sensitive Plastic Tape OR Nylon Reinforced Filament Tape.
  - For Airfloat Systems Strongboxes, apply strips of tape along each side and top of the box where the top flaps slide into the box, making sure to seal all sides and corners. Suggested products include:
    - <http://a.co/dHC0UKI>
    - <http://a.co/hTqliwu>

### Shipping Procedures: *Via Team Worldwide (TWW)*

#### **Notification:**

- Artist will be notified of sale within 24 hours via email that includes: a copy of the order, artwork JPG, packing slip and blank Loupe branded Certificate of Authenticity. Please reply to this email immediately to confirm receipt and that the artwork purchased is still available and matches the JPG included of the order.
- TWW will contact the artist within 24 hours to coordinate a pick-up date and time.
- Be sure to inform TWW of any special considerations for pick-up such as security gates/doors, stairs, etc. If you live in an apartment or building with multiple flights of stairs, you will need to bring the artwork down to the lobby or foyer for pick-up.
- Please be prepared to schedule a three-hour pickup window with TWW within 5 business days. **Pick-ups will only be scheduled Monday-Friday between 12pm and 5pm.** If you are not available, you may select a representative in your place.
- TWW will pre-pack with archival paper, cardboard and shrink wrap, to then transport and professionally crate the art at their transit facility before delivering to customer.

**Photographing Your Art:** To prepare for the possibility of a loss or damage in transit, all artwork must be thoroughly photographed before, during and after packing for insurance claim filing and financial loss recuperation.

- Artwork must be photographed from all angles before packing: front, right side, left side, top, bottom and back (detail shots are only necessary if original has intentional artistic irregularities that could be interpreted as damage).
- Photograph the artwork as it is picked up, pre-packed, loaded and secured in the truck.
- TWW is responsible for photographing the artwork when it arrives at the transit facility and in its final packed state.

**Packing your art:** Art will be professionally packed or crated by TWW.

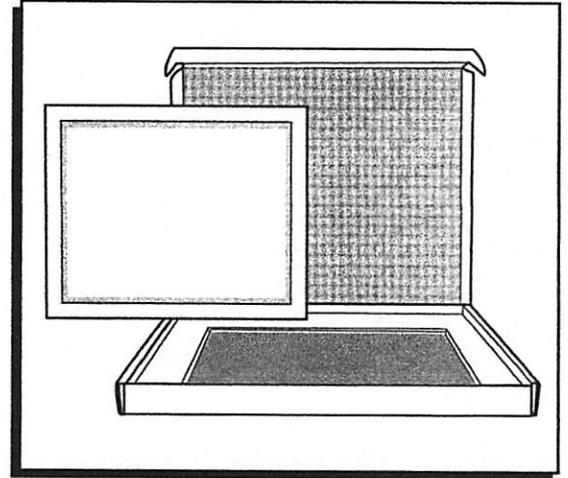
#### **Returns**

Customers are allowed a 7-day period during which they can return the piece. Artwork will be shipped back to the artist via the original shipping method. If your artwork is returned, please be sure to photograph the box from all angles when it arrives BEFORE opening, even if there is no physical damage to the box. If there is any damage to the artwork itself, please photograph from all angles and immediately contact Loupe. Do not refuse to accept delivery of the shipment. Do not dispose of the packaging or artwork. Before signing for the shipment, be sure to indicate on the delivery receipt that the item is damaged. Be sure to ask the delivery person to make notations about the damage on the bill of lading.



**StrongBox™**  
"The Original Art Shipper"

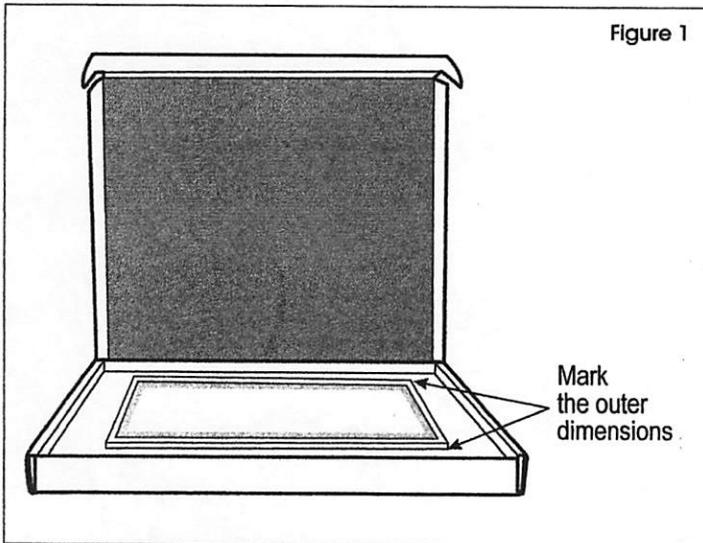
1-800-445-2580  
airfloatsystems.com



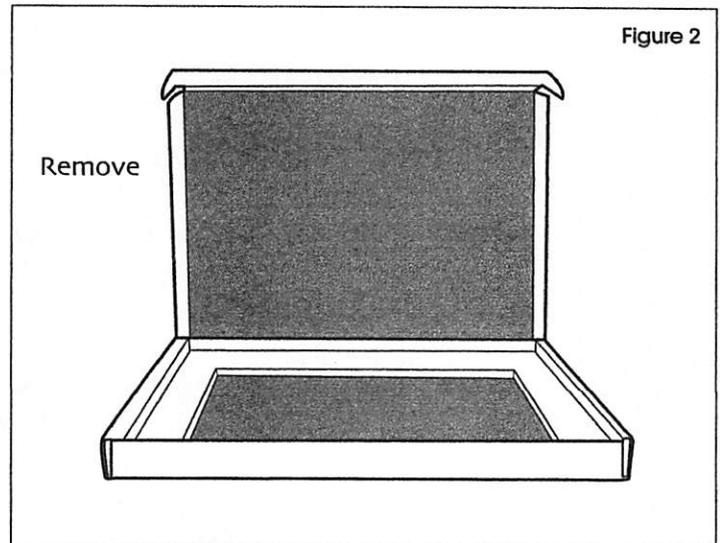
## PACKAGING AND SHIPPING INSTRUCTIONS

1. Open the shipper and remove the top layer of foam. Place the artwork on the perforated layer. (See Figure 1)
2. Mark the outer dimensions of the artwork. (See Figure 1)
3. Remove the artwork and tear out the perforated foam within the marked outline to create a custom window to fit the artwork. (See Figure 2)

 **NOTE:** If the artwork size does not match the perforated area exactly, mark an area slightly smaller rather than larger to ensure a snug fit.



\*ONLY ON BOXES WITH HEAVY DUTY CARRYING HANDLES



4. Place the artwork inside the window.
5. Replace the top layer of foam and close the shipper.
6. Securely tape the closure flap.
7. Make sure to tape down "carrying handle" to eliminate any chance of it getting caught in shipping equipment.\*



1-800-445-2580

airfloatsystems.com

## Artist FAQ

Why is the original price of my artwork higher than the value I submitted to Loupe?

*The final price listed in the Marketplace includes the value of your original art plus pickup and packing charges, online merchant services fees for credit card processing, shipping, and insurance as applicable.*

How is the commission on my original art calculated?

*Artists commission is calculated at 70% of the original art value as submitted in the Artist Submission Worksheet.*

What happens after my original artwork sells?

*You will receive an email from Loupe notifying you that the original art has sold. Depending on the size and value of the artwork, your piece may be shipped via UPS or Team Worldwide (TWW). For UPS shipments, you will receive a lined Airfloat Systems Lined Strongbox that you will send directly to the customer's address ([see their instructional video](#)). Depending on size and your location, you will arrange for UPS pick-up or take the package to your local UPS Store. For TWW shipments, they will contact you via phone within 24 hours to coordinate a 3 hour pick-up window. Please respond to this call immediately and schedule the pickup with the vendor within 5 business days.*

How/when do I receive payment?

*You will receive an original art sales statement the 15<sup>th</sup> of the month following the close of sale. You will have a few days to make sure your mailing address is correct before a check is generated and mailed on the 20<sup>th</sup> of the month.*

What happens if I sell a piece of art outside of Loupe?

***Artists must notify the curator immediately via email at [Nicole@loupeart.com](mailto:Nicole@loupeart.com).** If that art is simultaneously purchased on Loupe, the transaction will be cancelled and funds returned to the customer.*

How can I remove my original art from being listed for sale in the Marketplace?

*Artist must give **30 days notice** and Loupe will make its best efforts to have the art removed as soon as possible following the request. Loupe retains the right to fulfill orders for sales of original work(s) already in progress.*

### Shipping and Orders

What information is needed to coordinate a smooth pick-up of my original art?

*We will need to communicate in advance to the shipping vendor any special considerations for pick up such as: **type of residence, flights of stairs, steep driveways, secured entrances, loose animals, miscellaneous obstacles etc.***

Who will be picking up the original art from me and how is it shipped to the customer?

*The shipping vendor is determined by a number of variables including the dimensions, weight and value of the art. Pieces that fit in an Airfloat Systems Strongbox and are less than 42x42in, may be shipped by UPS. For larger and/or high value pieces, Loupe has contracted Team Worldwide to provide our customers with the highest quality handling and delivery for the best price. Since they will be contacting you directly to schedule pickup, you will be aware of whom to expect at your door in advance. If you have any issues or concerns before, during or after pick-up, please contact Loupe immediately at [support@loupeart.com](mailto:support@loupeart.com).*

What happens if I am not home for the pickup of my original art during the mutually agreed upon time?

*If this cannot be avoided, please arrange for someone to be there in your place or contact Loupe and we will try to assist in rescheduling the pickup if time permits. If you completely miss your pickup time, there will be a rescheduling fee (approx. \$50-90) deducted from your commission.*

What happens if my original art is damaged or lost in shipping?

*If Loupe is notified regarding damages to the art during shipping, we will contact you to send us the pre-shipping photos you had taken. An insurance claim will be filed and we will keep you posted as to the results. You may be contacted about the possibility of making repairs to the art. The cost of the repair would be covered by the insurance claim.*

What is Loupe's Return Policy?

*A Loupe customer will have seven (7) days to decide whether to keep the work or return the artwork in its original condition for a refund. Return shipping including all associated direct costs, will be charged to the customer, unless in the unlikely event that the artwork arrived damaged. Customer must contact Loupe at [support@loupeart.com](mailto:support@loupeart.com) with their primary phone number and will receive a return call within 24 hours to process a return authorization. After notifying Loupe of the intent to return, the customer will have three (3) days to ship out the artwork via UPS or make pick-up arrangements through our fine art shipping partner. We ask that the customer retain and reuse the original packaging and/or crating materials.*

What happens if my original art is returned by the customer?

*Original art returns will be shipped back to the artist at cost to the customer. The artist will need to confirm that the art is still in original resalable condition before a customer will be refunded their payment minus fulfillment charges. The original art will be added back to the marketplace for sale within 2-3 business days. Please retain the packaging and/or crating materials for future sale.*

What is required of me when the carrier picks up my artwork?

*You or a representative must be present at the time of pickup with the packing slip and the signed certificate of authenticity attached to the back of the work. Either you or a representative must photograph the artwork as described in the Original Art Sales Procedures above.*

How does the customer receive the Certificate of Authenticity?

*The Certificate of Authenticity will be taped to the back of your piece and sent with the original work.*

What is required if packaging my own work in a Strongbox?

*You are required to take photos before packaging. Sign and attach either the provided Loupe branded Certificate of Authenticity or your own to the back of the piece along with the packing slip. Based on your specified dimensions for the original, Loupe will send you a Strongbox matching the aspect ratio that you can simply remove perforated squares to create an opening for the piece. [Click here for an instructional video.](#) Additional instructions are detailed in the Original Art Sales Procedures above.*

How do I document my original artwork before shipping?

*Ensure that you photograph all sides of the piece before placing it in the lined container, noting any imperfections that may be associated with the art piece itself. Photograph the interior packing materials both with and without the piece inside to clearly illustrate how the piece was oriented within the opening. Once packaged in the Strongbox container, take pictures of all sides of the outermost box. Please send these images to [support@loupeart.com](mailto:support@loupeart.com) for us to have on file in the unlikely event of loss or damage during transport.*