

## Business Policy of RameyLandscapes

Original paintings shown on this website are generally available for sale directly from the studio, unless the work is marked "sold". On occasion certain paintings listed on the site may be on consignment at a gallery; in which case I can connect with the appropriate gallery or dealer. In general, I try to keep the website very up to date, listing artwork I have on hand. To inquire about any of the artwork shown on this website, you may call the studio 540-672-2396. Unless I'm on a painting trip I generally return calls once daily, so please leave a voicemail message with your contact information and the best time to reach you, and I will be happy to call you back.

### **What form of payments are accepted and how are payments processed?**

#### **Credit Cards:**

If you would like to pay for your purchase by credit card, I accept currency through Paypal. If you do not have a Paypal account you may make payments by a certified bank check. The purchasing process is safe and very simple. If a "buy now" or "add to cart" button is available next to a painting, just click on the link and follow the instructions on the Paypal site. Otherwise, please call us or email us and request an invoice for the painting you would like to buy. We will then prepare your invoice and send it to you in an email, whereby you can follow the link a secure, encrypted site to complete your transaction..

**Checks:** We accept certified bank checks in US currency, drawn on US banks. Purchases will be shipped once funds have been collected from the purchasing bank. Please allow 7-10 business days for check processing. Please make checks payable to **Ramey Campbell** and mail to 15128 Cox Mill Road, Gordonsville, Virginia. 22942.

#### **How is the Artwork Shipped?**

All art works are carefully packed, insured, and shipped by ground with common carriers such as USPS Priority Mail, Federal Express or UPS. When the painting is shipped, I will contact the buyer by email providing tracking information and an expected date of arrival. To the buyer, we ask that you please make arrangements to be home when your package is due to arrive. The carrier should make up to 3 delivery attempts, but if no arrangements are made to receive the package on the 3rd attempt, the shipment will likely be returned to us, the sender. We can make arrangements to re-ship the package, but the buyer will have to assume further shipping costs. You should inspect the ship-

ment on arrival. If a work is damaged, please call us immediately concerning the damages so that we can report it to the carrier within 48 hours of receipt of shipment.

### **How Much Does Shipping Cost?**

Shipping/handling within the Continental United States is calculated during checkout and is based on the size of the packaged art. We do not ship outside of the Continental USA. Prices can often be significantly reduced by shipping artwork unframed. Any shipping costs are prepaid at the time of purchase. See below for some general information about the most common shipping methods:

#### **Ground:**

FedEx Ground is typically used for frame sizes 24x30" or less (although there are many exceptions for art framed with wider or deeper frame styles). Ground packages must be no greater than 165 inches of combined length and girth determined by the outside dimension of the package (not the outside dimension of the painting or frame). The charge will reflect the FedEx rate for the actual weight of the box or the dimensional weight, whichever is greater. Dimensional charges are first applied when a package exceeds 84 inches of combined length and girth (generally the equivalent of a 16x20" frame). Anything exceeding this size gets charged the larger of the actual weight or dimensional weight. A package is considered "oversize" when it exceeds 130 inches (this is generally the equivalent of a 24x36" frame). Packages over 130 inches are charged an "oversize" charge by FedEx.

#### **Fuel Surcharge:**

Please be prepared for fluctuating shipping charges due to the volatile gasoline situation. Fuel surcharges can be significant and are applicable to all methods of shipment.

#### **Shipping Damage:**

If you receive a damaged package, please notify us within 48 hours of receipt. Please retain all shipping material for inspection by the carriers. If you have discarded the packaging materials, there will be no recourse for claim or replacement. Please inspect your package immediately. If there is visible damage to the exterior of the carton, please alert your delivery company, if they are present, and have them note the damage on the freight bill. This will greatly assist in the claim process.

Please contact us for a custom shipping quote and for additional details. Any shipping costs are prepaid at the time of purchase.

## **Is the artwork framed?**

Unless otherwise stated, the regular profile paintings are done either on stretched canvas or canvas-mounted wood or masonite panels. Keep in mind that shipping costs can be reduced by purchasing the work unframed. Also, since framing is an important component of how a work of art is presented (which is largely based on personal taste), the owner of an art work is often the best person to select the frame.

Most paintings that are listed as framed may be purchased unframed at a reduced price. Please contact the artist by email or phone for more information and a price quote. Paintings listed as unframed will have a wooden “gallery frame” made prior to shipping. The frame will protect the painting through the shipping process. Wooden gallery frames have about a 1.5 inch profile and are ready for hanging and could be used as the final frame. You may also frame them through your own framing source, should you wish to do so. The canvas is attached to the wooden gallery frame from the backside of the canvas by a weak bonding glue from a hot gun. When it is time to remove the painting from its gallery frame, simply take a dull dinner knife and gently pry off the panel that will be attached at the corners on the backside of the panel. Take caution to ***gently*** remove the frame from the canvas panel to prevent damage to the panel. It is very possible that the panel becomes unattached to the gallery frame during the transportation process, so be careful when unpacking and gently test the integrity of the glue bond before hanging on the wall. If the gallery frame becomes unattached to the canvas panel and if you decide to continue using the frame, reattach the frame by using a weak glue so that in the future it may easily be removed without damage to the canvas panel. The canvas is attached to the wooden gallery frame from the backside of the canvas panel using hot plastic glue. This is a weak bonding glue.

The customer may opt not to have the gallery frame attached to the canvas or opt not to have the gallery frame at all to reduce shipping costs. If the canvas is prepared with canvas stretches, the frame will be attached by canvas straps that can easily be removed.

## **What is your return policy?**

Viewing actual art work far exceeds the viewing experience of the images you see online. While we do our utmost to display images with clarity and color accuracy, we realize that viewing art on the web still has its limitations and challenges. Therefore we are

happy to accept returns within 2 calendar days of receipt, if for any reason you are not pleased with what you receive.

When returning artwork, please ensure that it is professionally packed, insured and shipped with tracking number. If the artwork and framing is in its original condition we will gladly *guarantee a full refund* for the purchase price. *Costs for adequate packing, insurance, and shipping on returned items are the responsibility of the buyer.* Please contact us before returning any items.

### **What is quality of the artist materials**

All of the material used in my work are selected to achieve the greatest archival qualities at reasonable prices. I use Utrecht, Gambin or Windsor and Newton artist grade oil paint. I use heavy gauge cotton or linen canvas that has been triple primed with gesso. Usually the final coat of gesso will have a pigment to create a tonal base. All of my canvases are prepared by myself and are rarely purchased from a retailer. All are stretched by hand so that I can use higher/heavier grade materials and stretched at higher tension than commercial prepared canvases. Rarely, I might use specially prepared archival paper for plein air sessions and I will state this in the comments if I use paper. Most of my panels are totally made by hand from cutting the panel to stretching the linen or cotton canvas and layers of gesso ground. At the completion of the painting, immediately prior to shipping, all canvas are coated with a protective layer of archival preservative.

The gallery frame is made with beautiful straight grained pine from New Zealand. The frame is tailor made specially for each canvas. The wood is sanded to a smooth touch and left unstained in its natural state. "The canvas is attached to the wooden gallery frame from the backside of the canvas panel using hot plastic glue. This is a weak bonding glue."