

Layaway Plan/Special Order

1. Layaway or Special Order item must be \$100. or more.
2. Check take-in sheet to be sure artist is willing to participate.
3. Inform customer MBAA does not ship. (*Shipping must be agreed upon by the individual artist) If shipping is an issue, contact the artist before proceeding. Suggest that customer ships item to themselves from local UPS Store. Contact artist for any potential *Special Orders before proceeding.
4. Refer to current exhibit entry forms, to ensure layaway or special order box on take-in agreement has been checked. If box not checked, do not process a layaway. You may contact the artist by telephone to double check and ensure they have not missed checking the box.
5. **Write out receipt** in regular ticket book for a **non-refundable** down payment: (a minimum of 25 percent of full purchase price), including **tax of entire purchase price**. For example: If purchase is \$100. plus 7.75% tax write order for total amount, specify down payment of 25% plus tax as \$32.75, this is the minimum down payment, the customer must pay. The remaining \$75. shall be collected by the artist. Be specific in a description, size, color, how many, name of item. If you need a specific description, ask the artist! If you need help figuring out what to charge, call the Docent Director.
6. **Write out Layaway / Special Order form** to include description of item, entire price of item, tax, amount paid, amount owed, customer name, address, phone number and email (same as the regular ticket). **Include ticket number on layaway/special order ticket**. Specify number of remaining payments of 3 or less Include the artist name and contact information. This may seem redundant, however is necessary for tracking.
7. Staple yellow copy of sales receipt and yellow copy of Layaway/Special Order Form together and give to customer.
8. Staple both white copies for deposit.
9. Keep remaining layaway slip in specified folder for future reference. Upon completion of payments, third copy given to customer stating final payment has been completed. Fourth copy will be retained for a period of time to ensure there are no problems or in case of tax audit. (Be sure contact info is legible on all copies)
10. Add all pertinent information and amount paid to daily worksheet.
11. Contact artist to advise of sale and provide customer contact information.
12. **Remainder of payments are made directly to the artist**. If payment is not completed by end of exhibit, artist must retain artwork until remainder of payments have been met and delivery arrangement made.
13. Please, DO NOT deviate from this procedure.

*Delivery of artwork should take place in the gallery. Artist shall arrange for customer pick-up and delivery of artwork at gallery.

*Special Orders, must be approved by artist before proceeding. In the event a customer has requested a special order, contact the artist by telephone. All sales must go through the gallery. Customer may pay in advance or upon pickup of special order item. Arrange for special order to be delivered to the gallery for customer pick-up.

*Shipping and Insurance, is left to the discretion of the artist and is therefore the responsibility of the artist. The artist may make prior arrangement with customer for shipping.

Although left to the discretion of the artist, it is recommended a layaway or special order not take longer than 3 months for completion and delivery. Should a complaint arise out of this process, an artist may be subject to exclusion from the layaway/special order program.

Rev. 8-3-17