



FREQUENTLY ASKED QUESTIONS

When does the *Art in the Park Marketplace* begin and end?

- The event begins at 9:00 a.m. MST on Thursday, September 10. The event ends at 5:00 p.m. MST on Friday, September 18. You can shop any time during the online event!
- The event is being held **online only** this year. There is no in-person event.

I have a question about a particular item for sale.

- Please contact artists directly to inquire about their items for sale. Artists have provided contact information on their pages. There may be time zone differences, depending on the location of the artist.

What are the shipping/pick-up/delivery/return policies?

- All sales are final.
- If you choose to have items shipped, the artist will send them to you within 2 weeks.
- If you select pick-up or delivery when you add an item to your cart, the artist will contact you directly to make arrangements.
- BAM is not responsible for disputes related to shipping, damages, or order fulfillment.
- If you have questions, please contact the artist(s) directly. Artists have provided contact information on their pages. There may be time zone differences, depending on the location of the artist.

What if I want to have items shipped to several addresses?

- Any special shipping arrangements will be made with the artists directly. Artists have provided contact information on their pages.

Who should I contact for assistance?

- If you need help navigating the website or are having difficulty with checkout, contact the Boise Art Museum.
- BAM staff will be answering phone calls and emails during the following hours:
 - Monday – Friday, 8:00 a.m. to 5:00 p.m. MST
 - Saturday, 9:00 a.m. to 5:00 p.m. MST / Sunday, 9:00 a.m. to 5:00 p.m. MST
 - Email info@boiseartmuseum.org, or call (208) 345-8330 x 110

I have a question about BAM Membership.

- Contact BAM's Membership Coordinator at (208) 345-8330 x 115, during the hours and days noted above, or visit our [BAM membership page >>](#)

I need help finding an artist I saw at *Art in the Park* last year.

- You can use the search bar on the *Art in the Park Marketplace* home page to search by the artist's first or last name, business name, or product description/key words. Or, use the "Artists" dropdown at the top of each page to find a listing of artists by Business Name or Last Name. If you need further assistance, feel free to call BAM staff at (208) 345-8330 during the hours noted above.
- The participating artists change each year. All artists who were planning to participate in the in-person *Art in the Park* this year were invited to join the virtual *Marketplace*, but not all were able to join us online due to several factors. We hope you enjoy exploring and shopping for handmade items by the 100 artists represented here!

Do my purchases count as a charitable donation to BAM?

- BAM receives 25% of the purchase price of the item. Your purchases do not count as charitable donations to the Museum because you receive an item in return for your purchase, at fair market value. If you have further questions, we encourage you to consult with your tax advisor.
- If you would *like* to make a tax-deductible donation to BAM, we would welcome you to do so through our website. Thank you! [LINK TO DONATE >>](#)