

## CraftBoston™ Online Exhibiting Artist FAQs

- 1. My item comes in multiple sizes/colors/finishes/styles. How should I describe it in the SA+C shop?**
  - a. If versions of this item are available for the same price, you can request that the buyer indicate their preferred size/color/etc in Notes at checkout. Please include (and identify) images of each available color/finish/etc so the buyer understands what they will receive.
  - b. If your versions are available at different price points, be sure to specify which version is being purchased through CraftBoston. You may list versions at different price points as separate items, or indicate in the description that other versions are available through your website.
    - i. *Example of Item with Multiple Prices: These are gorgeous silver, 2" hoop earrings. For additional sizes, metals, and finishes, please visit my website!*
    - ii. *Example of Item with a Single Price: These are gorgeous silver, 2" hoop earrings. These are available in a sterling or oxidized finish. Please indicate your preferred finish in the Notes at checkout!*
  
- 2. Who should pay for shipping, me or the buyer?**
  - a. In most cases, we recommend that the artist covers shipping costs. This creates the smoothest checkout experience for the buyer, which could encourage sales. Who doesn't love to see "Free Shipping"? You are welcome to adjust prices as needed to recoup the cost of shipping.
  - b. In the cases of large furniture, large sculpture, or items requiring additional insurance, it may make more sense for the buyer to cover shipping.
  
- 3. What are the guidelines for including photos with models?**
  - a. We love seeing people using and wearing handcrafted items, and so do our buyers! Model photos are recommended on product pages, and are very helpful to show scale. Model photos representing a diverse range of wearers/users are particularly welcome to mirror the diverse audience we serve.
  - b. UNDERAGE MODELS: If your model is under the age of 18, please submit a signed photo release from their parent or guardian confirming that this image can be used for promotional purposes.



**4. I want to include my logo on my profile. What is the best place for it?**

- a. If your logo is square-shaped, you could use it as your profile picture instead of a traditional headshot, but we don't encourage this as our buyers like a more personal touch.
- b. We do not recommend using logos or images with text as banner images. These images are cropped differently on each device to account for different screen sizes, and it's easy for text to get cut off.
- c. You can include your logo as one of your slideshow images on your profile or you can photograph your work with a tag featuring your logo.

**5. How will I know if an item sells?**

- a. You will receive an automated email at the email address associated with your Society of Arts + Crafts profile. The email will include the shipping address, contact information, and any notes regarding the purchase. Please contact the buyer to confirm delivery arrangements!
- b. These emails come from [donotreply@societyofcrafts.org](mailto:donotreply@societyofcrafts.org). Please add this to your "safe senders" list so you don't miss a notification!
- c. CraftBoston staff will send out twice-weekly reminder emails to artists who have had sales in the previous 3-4 days.

**6. When can I upload new or replacement items? How many are allowed?**

- a. After an item sells, you may upload a new item to replace it. New items should be a similar style to your other items juried into CraftBoston.
- b. New items can be uploaded at: [societyofcrafts.org/add-product](https://societyofcrafts.org/add-product) and will be reviewed and published on a weekly basis.
- c. During the run of the show, there may be additional opportunities to change or add inventory. The CraftBoston team will alert you to these opportunities as they arise!

**7. When will I receive my commission check(s)?**

- a. Commission checks will be issued the following month after the return window has passed to the address provided on the signed Artist Agreement.
  - i. *Example: for sales in January, a commission check will be issued after February 14th.*

**Questions? Need technical support?** Please contact the CraftBoston team at [craftboston@societyofcrafts.org](mailto:craftboston@societyofcrafts.org).