



# Custom Pet Oil Paintings

Order Form

www.paintnpaws.com

## Order Information

<b>Size</b>	(Enter Size from Chart)	<b>Finishing</b>	<b>Rolled</b>	<b>Stretched</b>	<b>Framed</b>
		(Circle one)			
<b>Picture Format</b>	<b>Photo (Sent by Mail)</b>	<b>CD (Sent by Mail)</b>			
	<b>Digital Picture (Sent by email)</b>	<b>Digital Picture (CD sent by Mail)</b>			
		(Circle one)			
<b>Painting Cost (see chart below)</b>	\$	<b>Special Instructions for Artist</b>			
<b>Shipping Cost (Flat Rate)</b>	\$25.00				
<b>Sub Total</b>	\$				
<b>Tax (only if in CA add 8.25%)</b>	\$				
<b>Grand Total</b>	\$				

## Billing and Shipping Information

<b>Name</b>	First	Last
<b>Billing Address</b>	Street address	
	city	state zip code
<b>Shipping Address</b>	Street address	
	city	state zip code
<b>Telephone</b>		
<b>Email Address</b>		
<b>Payment Method</b>	<b>Credit Card</b>	<b>Check</b>
	(Circle one)	
<b>Credit Card Type</b>	<b>Visa</b> <b>Mastercard</b> <b>American</b> <b>Express</b> <b>Discover</b>	
	(Circle one)	
<b>Credit Card Number</b>		<b>Exp Date:</b>
<b>Authorized Signature</b>	Signature	Date

www.paintnpaws.com

<b>Sizes and Pricing</b>			
<b>Painting Size</b>	<b>Rolled</b>	<b>Stretched</b>	<b>Stretched and Framed</b>
<b>5 inch x 7 inch</b>	\$79	\$119	<b>Call for details!</b>
<b>8 inch x 10 inch</b>	\$99	\$139	
<b>12 inch x 16 inch</b>	\$149	\$189	
<b>16 inch x 20 inch</b>	\$199	\$239	
<b>20 inch x 24 inch</b>	\$229	\$269	
<b>24 inch x 36 inch</b>	\$249	\$289	
<b>36 inch x 48 inch</b>	\$299	\$399	
<b>48 inch x 72 inch</b>	\$399	\$499	

Please visit [www.paintnpaws.com](http://www.paintnpaws.com) for the most current information on sizes and pricing.

**Notes:** All sizes are in inches and US dollars

## 1. How to Order

Please follow these 3 easy steps to order your custom oil painting:

- 1) Completely fill out all of the information in the above form.
- 2) Include the photograph or a digital picture (on CD) of your photograph
- 3) Mail your complete order form and photo to:

**Paint'n Paws**  
**1533 Santa Monica Avenue**  
**San Jose, CA 95118**

Approximately three weeks after we receive your information via "regular mail", you will receive an email from us containing a digital photograph of your finished painting for you to approve. Note: If you do not supply an email address we will not be able to send you a digital image for your approval. Once we receive your approval, please allow approximately 1 to 2 weeks for delivery.

## 2. PHOTO REQUIREMENTS

High quality photo will help the artist capture the details for your oil painting. Please choose a photo where details are visible to the human eye.

Photo size: 3' x 5' and larger (Please call us if you have a question about the size)

Digital photo or scanned photo: If choosing a digital photo please use a photo of minimum 250 KB.

Other tips:

Small photos: If you have an old photo, or photo of much smaller size then recommended, send it to us for an evaluation.

Photo protection: Use protective envelopes to insure that your photo will not get damaged. ArtRoyale does not assume responsibility for any possible shipping damage to your photo

\*\*Paint'n Paws does not assume responsibility for photos lost in the mail, all received photos will be return to the customer with your finished painting.

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### 3. FREQUENTLY ASKED QUESTIONS

#### **What is the turn around time?**

Turnaround time varies on the amount of detail in your painting and our artists work load. Below is estimate of how long your order should take:

#### **Small Paintings (all paintings less than 20" x 24")**

Approximately three weeks until the painting is complete, plus approximately another week for drying and shipping.

Total Time: 4 weeks

#### **Large Painting (all paintings larger than 24" x 36")**

Approximately 3½ weeks until the painting is complete plus approximately another week for drying and shipping.

Total Time: 5 weeks

\*\*Note the above times are estimates, much depends upon the artists work load, how detailed your painting is, how many pets are in size your photo, etc.

\*\*The estimated times assume you provide us approval of the completed painting within 24 hours and you do not require and modifications.

\*\*If you send your photo or CD to us by mail, the above times begin from when we receive the photo, completed form and your payment.

#### **Can I preview my painting before receiving it?**

Yes, actually we ask that each of our customers approve a "proof" of the painting before shipment. We will email you a digital photograph of your finished painting so you can review it. In the rare circumstance, that you would like to make some modifications to your painting, we will be happy to make your requested changes and then we will resend you the "proof" for approval.

#### **Can I make a special request to the artist before my painting is started?**

Yes, you can make special requests that we will review after your order is received. If you would like to inquire about a special request before you order, please contact us at [help@paintnpaws.com](mailto:help@paintnpaws.com).

#### **I own a pet shop or pet related business; can I offer your services to my customers?**

Yes, absolutely. We will happily work with you and your business to help you provide our service to your customers.

Please contact us at: [help@paintnpaws.com](mailto:help@paintnpaws.com) or call us at 408.723.5488.

#### **Is the Paintnpaws website secure for online shopping?**

Shopping at Paint n' Paws is 100% safe. The payment process is protected by top security and anti-fraud systems. Please view our privacy policy for more information.

**What methods of payment does Paint'n Paws accept?**

Paintnpaws.com accepts MasterCard, Visa, Discover, American Express, Check and Money Order

**What is the return policy?**

We work very hard to ensure that the painting that you receive is exactly what you want. We start this process by providing you with a digital photograph of your finished painting for you to approve. If there are minor changes that you would like to make, we are happy to do this free of charge. In the event you receive your painting and you are dissatisfied, we ask that you contact us immediately!

**How much do these custom oil paintings cost?**

Please visit [www.paintnpaws.com](http://www.paintnpaws.com) to get the prices for each size painting.

**What is the best method to get the photo to Paint n' Paws?**

Well, you have three options to get the photo to us:

- 1) Upload the photo at [www.paintnpaws.com](http://www.paintnpaws.com)
- 2) Mail Photo to us
- 3) Mail CD or Floppy disk to us

***HOWEVER, the best method is to upload a picture at: [www.paintnpaws.com](http://www.paintnpaws.com)***

**Can you place more than one pet in a painting?**

Yes, we do not charge for additional multiple pets in one painting.

**If I mail you my original photo, will I get my photo back?**

Yes, all photos are returned back to you along with your oil painting. If your picture is very important to you we recommend making a color copy of your photo. We are not responsible for photos that are lost in the mail.