

# FREQUENTLY ASKED QUESTIONS

## Can someone else pick-up my order?

Yes! You will have the opportunity at the time of purchase to designate an additional pickup person. We require their first name, last name and email address so that we can notify you both when the order is ready for pickup.

Please note, whoever is picking up the order will need to bring a valid driver's license or government-issued ID to the store.

## Where do I pick-up my order once I'm at the gallery?

All pick-up orders will be processed at the front entrance to the gallery facing Perron Street. Once you have arrived at the gallery please call 780-651-7202.

## What do I bring when picking up my order?

Please bring a valid driver's license or government issued ID.

## What happens if I don't pick-up my order?

If you are unable to pick-up your order on the designated date and time please notify our staff so we can reschedule your pick-up to the following week.

## When will I be charged for my items?

Charges will be applied once we have confirmed all items are available and ready for pick-up. You will receive a copy of your receipt and an email with further instructions for pick-up on the same day.

## Can I cancel my order?

Please call 780-651-7202 to cancel your order before payment has been processed.

## Can I return or exchange my purchase?

Please call 780-651-7202 if you are wanting to return or exchange your purchase.

Please note we do not offer returns on earrings or consumable products and items