

## **F A Q**

### **How do I start the process**

Simply e-mail me at [esther@artybyesther.com](mailto:esther@artybyesther.com) and send me your request. Please include your pet's name and breed. I will get back to you asap. I will then ask you for photos of your pet which you feel are great for a painting. Please send only the highest resolution photos! The more I can see detail, the better the painting will be. If your pet is deceased, be sure to send only photos that have a clear view of the eyes. The eyes are necessary. If you're not certain, send as many photos as you can.

### **I reserve the right to refuse an assignment, if you can not deliver good pictures.**

Once photos are approved for the portrait, I go to work and after the work has been completed, I will send you a proof for you to approve.

When you have approved the work, it will be shipped the next business day after full payment has been received. A tracking number will be provided.

I always ship requiring a signature in order to prevent thefts. If you want the less expensive option, please let me know before the terms are set.

Orders will be placed on a first come first serve basis and names are added in order to the waiting list.

### **What kinds of photos are best**

The best photos are those taken in natural light without a flash. I do not like painting from photos where a flash was used as this distorts colors as well as shapes and does not represent your pet well. Camera flashes also create "ghost" eyes as well as harsh, unnatural highlights which do not lend well to a beautiful portrait.

I always advise to take photos outdoors. Cloudy days, early mornings, or late evening sun are best and make beautiful paintings!

Also, CLEAR, high-resolution photos are best. What's a high-resolution photo? It's a photo that is large in size and I am then able to enlarge it on my screen to observe all the little details without having it pixelated and blurry. I'm a realist artist, so I can only paint what I see! If I can't see it, I have to guess. I have worked from bad photos before, so if you're not sure, it's best to simply contact me to see if I can do it.

### **Do I guarantee my work**

Yep. I offer a 100% guarantee. If you do not like your painting, you are under no obligation to proceed with the full payment, however I charge 25% to cover materials.

### **Where do I ship**

Worldwide shipping is available. Rates will have to be determined once I know where to ship the painting.

### **Can I draw multiple pets in one drawing?**

Yes 50 x 35 cm two animals A4 size

50 x 70 cm two animals A3 size

50 x 70 cm four animals A4 size

### **How many photographs do you need?**

Send me as many as possible, I do only require one clear photograph, however the more I have the more I can see details. I can also help you choose the best photo for your painting if you are unsure. Please e-mail the photographs to [esther@artybyesther.com](mailto:esther@artybyesther.com)

Can I remove things in a painting?

Yes. Sometimes you may want to remove a collar or something else.

### **How long does it take to complete a painting?**

This is all dependent on the size and complexity of the artwork and also my waiting list at the time. The actual painting can take up to two to 4 weeks to complete and shipping can take 3-5 days depending on your destination.

If you are needing your painting by a specific date, please contact me to check availability.

### **Can I see the painting progress?**

You will be contacted before I start your painting so you know to keep an eye out on social media for your regular updates and progress of your painting.

Please let me know in advance if you would not like the progress pictures to be shown on social media to keep the surprise.

### **Can I frame your work?**

No not myself but I can have this done by a professional but I do not like to do it because the chance that the glass breaks quite despite the fact that I pack it carefully is too great for me.

### **Packaging your Painting**

Packing and sending a painting requires great attention.

First I let my husband saw two pieces of wood slightly larger than the drawing, then he must saw slats in the same size, I then slice on one side. The painting is very carefully wrapped in waxed paper. The painting is placed so that it can not slide and taped again. Then the other board on top of it and stuck together with more tape. This goes into the first layer of bubble plastic and then in a cruciform special box, wood with the painting on top, then again wood and bubble plastic, the invoice and certificate of authenticity. Box taped. Label with address and registered customs documents and then it is finally ready to be sent!

### **Returns**

Every order, commissions and sale is handled with extreme care. My goal is for you to be completely thrilled with your purchase.

### **Can I pick up my painting?**

Absolutely! You are very welcome to pick up your artwork in person at my office in Hoogvliet, Netherlands. Just let me know when and we will work out a time to meet through mail or phone.

### **Can I view a painting in Person?**

Yes at my office in Hoogvliet, Netherlands. Let me know what you want to see and we will set a date and time.

### **Galleries and shops**

I am honoured if you would like my artwork for your walls and/or shop.

- Gallery owners: Please contact me to discuss your gallery and ideas to [esther@artybyesther.com](mailto:esther@artybyesther.com)
- Shop owners: Please contact me to discuss.

Please take the time to read descriptions carefully. If you are concerned about colour variations, please check on multiple screens. I try my best to represent the colours and tones in my work honestly and clearly.

