



Picking Up Your *Prix de West* Purchase

Due to the large amount of artwork handled at this time, appointments are beginning September 21, and strongly recommended for all other dates thereafter.

- ***When?*** – Artwork is available for pick-up beginning ***September 21, 2020***. Pick-up hours are: Monday - Friday from 9 a.m. - noon and 1 p.m. - 4 p.m. Appointments are made on a first call, first served basis. Artwork is not available for pick-up on weekends, evenings or holidays
- ***Where do I pick up my artwork?*** – Artwork is available for pick-up **ONLY** at the loading dock entrance, located at the eastern-most end of the Museum. Park in any of the available dock loading bays, enter through the standard door and inform the dock or security personnel inside that you have an appointment to pick-up artwork.
- ***Who can pick up my artwork?*** – If you are unable to pick-up in person, we **MUST** have your written authorization to release your pieces to anyone else, unless the person has the yellow copy of the bill of sale for that specific item. You can email your authorization for proxy pick up to the Special Exhibits Shipping Coordinator via the address below. Your proxy will be required to show a photo ID upon arrival.

Don't Forget!

- **Make an appointment at least 24 hours prior to the time you would like to arrive.**
- **Bring photo identification or the yellow copy of the bill of sale.**
- **Notify the Special Exhibits Shipping Coordinator in writing/email if you are sending someone else to pick up the artwork on your behalf; *for security purposes, we cannot release artwork to anyone not authorized to do so in writing.***

IMPORTANT NOTICE

If you arrive during the noon hour without an appointment, you may not be able to pick-up your artwork. It is also possible that no staff members will be available to assist you at the last minute, since the number of authorized personnel is limited. Thank you for helping us to take the best possible care of the artwork, and provide the most efficient service to you our patrons, by confirming an appointment before you arrive.

Thank you for supporting the Museum's mission & contemporary Western art!



PICK UP APPOINTMENT CONTACT:

Derek Marzolf, Special Exhibits Shipping Coordinator
1700 NE 63rd St. / Oklahoma City, Oklahoma 73111
(405) 478-2250 ext. 249 / fax (405) 478-4714
dmarzolf@nationalcowboymuseum.org



Information about Additional Sculpture Castings

HOW DO I KNOW IF MY PIECE IS AN ADDITIONAL CASTING?

The sculpture on exhibit is considered the “show piece.” If an artist has more than just that one casting of a particular bronze available, the artist may authorize the Museum to sell additional castings of that sculpture. Additional castings are not in the Museum’s custody at the time of the show, unlike show pieces. Artists ship additional castings directly to the buyer at a later date. In most cases, you have purchased an additional casting if a letter other than “A” follows the item number on your bill of sale.

WHEN CAN I EXPECT TO RECEIVE MY PURCHASE?

Due to foundry schedules, the time required to process orders varies from artist to artist. The Museum will attempt to address any questions you have in the interim. If you have not received your piece within *12 weeks of purchase*, please let us know so we can contact the artist.

WHAT ARE THE SHIPPING FEES?

Shipping fees and methods are at the discretion of the artists and their respective foundries. If shipping fees apply to your purchase, you will be contacted by the artist to arrange payment in advance, or will receive an invoice with the shipment.

CAN I PICK UP MY ARTWORK AT THE MUSEUM IF I AM LOCAL?

As part of the Museum’s ongoing effort to provide the best possible customer service, artists ship all extra casting purchases directly to the buyer’s specified address on the bill of sale. By removing the Museum as the middle man, your artwork is subjected to less handling risk and fewer custody transfers.

MAY I CONTACT THE ARTIST?

To maintain the privacy of participating artists, the Museum asks that you do not contact the artist directly unless the artist previously provided his or her contact details to you. If you have any questions, comments, or concerns, we will gladly forward this information to the artist on your behalf and work to address your questions quickly.

Thank you for your purchase!

Questions/information about additional casting shipments, please contact:
Derek Marzolf, Special Exhibits Shipping Coordinator / (405) 478-2250 ext. 249

Questions/information about purchasing an additional casting, please contact:
The Museum Store / (405) 478-2250 ext. 228