

## Product Details and Care

### **My canvas is loose, what's up with that?**

Don't worry, there's an easy fix! Our canvases are wrapped on stretcher bars that let you tighten them. If the canvas gets loose, take off the wall and place the loosest edge on the top of a towel atop a table. You will see small plastic parts in each of the corners. Those are stretcher keys—tap the keys gently with a hammer to tighten the canvas. Tap down toward the table gently, then rotate the canvas and tap down on the next side. You don't have to do all four sides—just tap the keys in until the canvas is tight again. You may see the wood joint spreading apart, which is how the stretchers are designed to work. Tears in the canvas can occur if it is overtightened, but tears are rare. If you encounter a tear, please contact our support team.

### **There is a dent on my canvas, is it ruined?**

Nope! Our canvases are fabric, so dents aren't the end. To correct a dent, lay the piece face down on an ironing board or a towel on top of a table. Use a normal clothes iron on a low heat setting and iron the dent out from the back side. If that doesn't fix it, please request a replacement order.

### **Can you add a mat to the framed paper print?**

At this time, we do not. But our prints can be self-matted, by bending the metal flex points back towards the frame and removing the backing and print to apply the mat. Please note that fine art paper is very fragile and can easily pick up smudges or dust. We recommend that you use gloves when handling the print.

### **How do I clean my framed paper print?**

We recommend using a soft cloth rather than a towel which may be too abrasive for the surface and resulting in scratching. We also recommend using plastic cleaners (as an alternative to glass cleaners) which best preserve the clear coat finish on the plexiglass.

### **Can I hang my artwork in the bathroom or outdoors?**

The artwork is intended for indoor use only that is well ventilated and away from direct sunlight. Over time, moisture in poorly ventilated environments or direct sunlight will

compromise the quality of the artwork and can ultimately show signs of discoloration, warping, or waviness.

**Can the canvas artwork be hung horizontally/vertically?**

The artwork is intended to be displayed or installed as it is reflected online. However, canvas prints do have open backs that will allow a customer to have discretion over how they wish to display the art.

**What are the colors in the print and will the colors I see on my monitor be exactly how the image prints?**

Color specifications are not provided to us by the artist or the publisher. The colors you see on your monitor may be close to what is printed, but due to differences in the color calibration of monitors, a perfect match cannot be guaranteed.

**Are there any textures present?**

Our products are giclee prints. There will not be any textures, such as raises from brushstrokes, present in the final product.

**What are the sizes available for purchase?**

Size, shape, and orientation may vary by print. Some sizes or features may not be available to your customers. For requests to add specific sizes or features, please reach out to your buyer. Unfortunately, we do not offer custom sizing options.

**Can I customize stock images?**

Unfortunately, we cannot modify stock images. All artwork is licensed and artists submit their work to be sold as they intend it to appear.

**Do you have an inventory of prints?**

All of our artwork is made to order. We do not carry an inventory of products.

**Can I purchase an unstretched canvas?**

Unfortunately, unassembled prints are not available for purchase at this time.

**Can I buy a digital copy of the image?**

We are unable to offer any digital copies for sale.

**Do you offer framing services for a print that I already own?**

Unfortunately, we do not offer framing service for previous purchases.