

FRICK ART & HISTORICAL CENTER

MUSEUM SHOP ORDERING INSTRUCTIONS

Please contact the Museum Shop with any questions, for additional ordering or shipping information or to arrange returns or exchanges.

Business Hours

Tuesday–Sunday, 10:00 a.m.–5:00 p.m.

E-mail and voice mail are available at all times.

How to Contact Us

When contacting the Museum Shop, please be sure to include the following on all correspondence: name, e-mail address, mailing address, daytime phone number, and evening phone number. Please also include your order number, if applicable.

- **By phone:** 412-371-0600 ext. 580 or 553
- **By e-mail:** museumshop@TheFrickPittsburgh.org
- **By fax:** 412-371-6030
- **By U. S. Postal Mail:**
Museum Shop
Frick Art & Historical Center
7227 Reynolds Street
Pittsburgh, PA 15208

Ordering Information

Orders may be placed by using the attached order form.

Please fax or mail the form. You may also place phone orders by calling the above numbers during the Shop's normal business hours.

Payment

The Museum Shop must receive payment before your order can be processed. We accept Visa, MasterCard, American Express and Discover. You may also pay by mailing a check or money order to:

Museum Shop
Frick Art & Historical Center
7227 Reynolds Street
Pittsburgh, PA 15208

Shipping and Handling rates

Up to \$15.00	\$4.95
\$15.01 - \$29.99	\$6.95
\$30.00 - \$49.99	\$8.95
\$50.00 - \$69.99	\$11.95
\$70.00 - \$99.99	\$13.95
\$100.00 and up	\$17.95

Note: For posters/prints, an additional \$3.50 for a mailing tube will be added.

Delivery

In-stock orders will be shipped within 3 business days. The Museum Shop ships via U.S. Mail or UPS Ground. Packages should arrive within 10 business days. You will be notified via email of any delays. Three day express delivery is available for an additional charge of \$15. The Museum Shop does not ship to P.O. boxes. Please note that products ordered together may not be shipped together.

Some items may include additional shipping costs. These will be noted in the item description.

Orders shipped outside of the United States require extra charges. Contact the Museum Shop at 412-371-0600 ext. 580 or 553 or museumshop@TheFrickPittsburgh.org for details.

Sales Tax

Orders shipped within the Commonwealth of Pennsylvania will include 7% sales tax on full purchase price including shipping and handling charges. Orders shipped outside of Pennsylvania are tax-exempt.

Gift Wrapping Services

Gift boxes are available with your order for \$2 each. Gift wrapping/gift card service is available for a fee of \$3. Please indicate your choice on order form.

Our Guarantee

You are assured of complete satisfaction with every purchase you make from the Museum Shop. If an item does not meet your expectations, you may return it within 60 days for an exchange or refund.

Returns/Exchanges

We will accept returns within 60 days of delivery. Returned items should be in the original packaging and in saleable condition. Contact the Museum Shop for assistance with returns. As shipping costs are for service, we are unable to refund shipping charges.

If you receive a damaged item, contact the Museum Shop via phone or email as soon as possible for assistance.

Membership

Frick members receive a 10% discount on all purchases. Please provide your membership number when ordering so the discount will be applied.

If you do not know your membership number, or to become a member of the Frick, contact the Membership department at membership@TheFrickPittsburgh.org or 412-371-0600 ext. 572