

Frequently Asked Questions - (FAQ's)

1. Where are you located?

Answer: We are located at 8515 Ilex Drive, in the Briargate Area of northern Colorado Springs.

2. Are you located in a retail mall or retail center?

Answer: No. We are a home based business located at the intersection of Contrails and Ilex Drive. The closest major intersection is the stop light at Rangewood Drive and Research Drive. Go south 1 block to Contrails, then east 4 blocks to Ilex. We are on the northeast corner of the intersection.

3. What are your business hours?

Answer: Our services are by appointment only, but we normally accept appointments from 7:00 a.m. to 9:00 p.m. Monday through Friday. On special circumstances, late evening and weekend appointments are available to accommodate your schedule. Give us a call! We are sure we can work you in at a time that is convenient for you.

4. You are a home-based business, are you licensed?

Answer: Yes! Absolutely!! We have Resale Tax License's with both the State of Colorado and the City of Colorado Springs. We are also licensed by the Colorado Secretary of State to operate under the trade names of Heirloom Furniture and Arts and Heirloom Art and Framing Studio. Our frame shop manager received the designation Certified Picture Framer (CPF) by the Professional Picture Framers Association (PPFA) in 1994 and has over twenty-years of experience working in the art and framing industry.

5. Is our artwork insured while in your possession?

Answer: Yes. We have a "Business at Home" policy that provides coverage for all artwork in our possession, as well as "Art in Transit" coverage that provides coverage for all artwork being transported by our personnel to or from your location. This is especially important if you want us to deliver and install your artwork once the framing is completed.

6. After it is framed, my artwork probably won't fit in my car. Do you provide delivery?

Answer: Yes. We offer both pick-up and delivery services. We can also hang or install your artwork on your wall if you would prefer us to take care of that for you. We routinely install artwork at heights many clients do not want to work at, and also provide "security" installations, where the artwork is permanently attached to the wall. Security installations are common in public areas or for expensive pieces of artwork to discourage theft. Security installations will also keep your artwork hanging straight, when wire hangers can sometimes shift and become crooked. As us for more information about our security installations!

7. What is the turnaround time to have something framed?

Answer: Our "normal" turnaround time is two weeks. Many times we can complete the work sooner. Occasionally, a special order moulding or mat will take a little longer. We can tell you exactly how long it will take once we have seen your artwork and completed a framing design.

8. What is your payment policy?

Answer: Because all of our work is done on a custom basis, we require a 50% deposit to schedule the work. A discount is available if you prefer to pay the entire balance at the time of placing the order. Any unpaid balance is due upon completion of your work. We are not responsible for work that is not picked up within 30 calendar days of completion, and reserve the right to sell abandoned artwork to recover the cost of the framing.