

Paint Like Bob Ross with Nicholas Hankins FAQs

Event: Tuesday, October 29 at 8PM – 11PM ET

Location: Zoom Webinar

Shipping

Will I receive tracking information for my painting kit?

Tracking information will be provided to stations. Please contact WPSU if you would like your individual tracking number (814-863-5635, member@wpsu.org).

Can I ship to multiple addresses?

YES! Please indicate in the comment box located at the bottom on the donation form the addresses where the kits should be shipped and quantities of kits that should be shipped to each location.

What happens if I want to add a kit, change the shipping address or cancel a kit?

All shipping information is due to our fulfillment partner by October 4 at 5pm ET (for the continental US only. For shipping to Hawaii, Alaska, or Canada shipping information is due September 13.). Additions and changes after this date cannot be accommodated. Kits cannot be cancelled, added or changed after the above due dates.

How quickly will I receive my order?

All kit purchasers will receive their paint kits approximately 3 weeks after purchase for the continental US and approximately 6 weeks after purchase for kits shipped to Hawaii, Alaska and Canada.

Do I need to be home to receive my kit?

No, kits will be left at the address provided and do not require signature.

Can you guarantee delivery on a certain day or time?

Unfortunately, no.

Can it be shipped to my PO Box?

Yes.

What should I do if my order was damaged in transit?

If your order was damaged in transit, please reach out to the WPSU MemberLine for further assistance, 814-836-5635 or member@wpsu.org.

What do I do if my kit did not arrive in time?

This event WILL be recorded and sent to ALL attendees a week following the event so you still have the chance to enjoy the event if you miss the live Zoom event.

Paint Kits

Does everyone planning to attend the event need to purchase a ticket/ kit?

Yes. The paint kit has enough supplies for ONE painter. Each person who is painting will need their own ticket. For example, if two people will be painting together, please register for two tickets so we can send you two paint kits.

What is the vendor for the paint kits?

Paint kits are provided by our friends as Bob Ross Inc.

What is included in the paint kit?

Art kit includes:

- (5) Bob Ross Oil Paints
- Bob Ross 'Secret Formula' Liquid White
- Bob Ross Landscape Brush
- Bob Ross Fan Brush
- Bob Ross Painting Knife
- Bob Ross Canvas
- Disposable Palette Paper

What do I need to prepare beforehand for this event?

Our first suggestion is to ensure you have a strong internet connection! Next is to open your kit upon its arrival and ensure you have all the materials needed for your painting station before the event. All guests should open the kit and ensure they have all items.

In addition, here is what is recommended by Nicholas to prepare for the event:

- Keep a roll of paper towels handy during the painting process. You'll need them to wipe-off your brush and knife occasionally.
- If you happen to get some paint on your hands, don't worry! It will wash off with warm, soapy water. A package of baby wipes will work too for cleaning hands and brush/knife handles.
- Wear old clothing or an apron or smock! If you do happen to get some paint on your clothing don't panic! Treat the area with some dishwashing liquid (I prefer Dawn) by rubbing some into the stained area and washing your clothing in a warm water wash while the area is still wet.
- Lay out your painting tools and remove the shrink wrapping and label from your canvas, plus cover your tabletop with some plastic or newspaper.
- Tape your palette paper to your tabletop so it won't slip around.
- A small, disposable plastic plate or bowl (don't use paper!) is good as a container for your Bob Ross Liquid White.
- Secure your canvas to a small upright table easel, or if you need a "makeshift" easel, lean your canvas against the back of a chair or fold sturdy cardboard into an "A" frame shape: secure with masking tape and something heavy behind it.

- When the class is over, wash your brush with some odorless paint thinner (DO NOT USE WATER!) to ensure it will be ready for your next painting adventure! Odorless paint thinner may be found at an art and craft store or, in a pinch, at a hardware store.

Can I participate without the paint kit?

No.

Where can I purchase more Bob Ross paint kits?

<https://www.bobross.com/>

What landscape will we be painting?

You will be painting a beautiful landscape with mountains and trees.

ZOOM Access

Can I share the ZOOM link with a friend if I am unable to join the event?

No. WPSU will provide a recording of the event to ticket holders a week following the event

I purchased my ticket before realizing I have prior obligations! Will this event be recorded?

This event WILL be recorded and sent to ALL ticket holders a week following the event for you to experience the event on your own time.

How can I submit a question(s) to Nicholas Hankins?

Since this is a live event, you will be able to ask your questions to Nicholas during the event with the Q&A Zoom feature. Attendees will be able to “upvote” the questions that they also want to hear a response. The most popular/upvoted questions will be prioritized. Unfortunately, we cannot promise all questions will be answered.

What do I do if I cannot find a ZOOM link?

Call the WPSU MemberLine at 814-863-5635 leading up to 5pm ET on 10/29. After that please contact events@wgbh.org.

Will Nicholas Hankins be able to give a shoutout during the event? No.

How do I get my ZOOM link for this event?

The Zoom link will be sent to all ticket purchasers by the next business day following their purchase of the ticket in their confirmation email. Attendees may need to access their email’s JUNK/SPAM FOLDER to find this email. Along with the confirmation email, the Zoom link will be sent to all attendees in reminder emails 1 week, 24 hours, and 1 hour before the event.

Will the event be captioned?

Yes. Captions will be provided by our friends at Partners Interpreting. If you need any additional accommodations that we should be made aware of to participate in this event, please contact us a

minimum of one week in advance of the event. We will do our best to accommodate your request. Reach us during regular business hours M-F, 8am-5pm at 814-836-5635 or via email: member@wpsu.org

What do I do if I am having technical difficulties during the event?

Call the WPSU MemberLine at 814-863-5635 leading up to 5pm ET on 10/29. After that please contact events@wgbh.org.

I have never used Zoom, what do I do?

Before this event, you will need to download Zoom. Zoom is free to the public and you can download it here. If you already have Zoom you will not need to download the platform again.

Refunds

The paint kit did not get to me until after the event, I would like to be refunded for this event.

We are terribly sorry the paint kit was not delivered on time. This event has been recorded and will be sent to all ticket holders 1 week after the event. We hope you are still able to enjoy the event. Charitable contributions to The Pennsylvania State University are irrevocable transfers to the University and generally nonrefundable. Refunds will only be processed in extreme circumstances as determined by the University in its sole discretion or as required by law. Please work with your credit card company to resolve issues of credit card theft or unauthorized use of a credit card. If you have further questions about your credit card donation, please contact our Donor and Member Services office at 877-888-5646.

General

How much of the event is painting?

Almost the entire event is paint instruction. There will be a brief welcome/how to at the start and then Nicholas will begin paint instruction which will last for the duration of the event.