

Paint Like Bob Ross with Nicholas Hankins FAQs
Tuesday, October 29 at 8PM – 11PM ET

Shipping

How quickly will I receive my order?

- All kit purchasers will receive their paint kits approximately 3 weeks after purchase.

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 Member Services for further assistance.

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
 - (1) Bob Ross 'Secret Formula' Liquid White
 - (1) Bob Ross Landscape Brush
 - (1) Bob Ross Fan Brush
 - (1) Bob Ross Painting Knife
 - (1) Bob Ross Canvas
 - (1) 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 to make sure all items are included and gather all the materials needed for your painting station before the event.
- What you will need to prepare for the event as recommended by Nicholas:
 - 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/>

ZOOM Access

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 the week following the event for you to experience it 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.

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 following the completion of their purchase of the ticket. Attendees may need to access their email's JUNK/SPAM FOLDER to find this email. Additionally, 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

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.