

# Painted Tree Marketplace

## Shop Owner Q&A

### 1. INVENTORY RETRIEVAL

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**Q: Will I have until April 24 to retrieve my inventory?**

A: Painted Tree cannot guarantee access at every location through April 24 but will work with landlords to facilitate access to stores during that period if possible. We strongly advise all Shop Owners to retrieve their inventory as soon as you are able to avoid unforeseen access delays. The hours for pick up are 10am to 6pm. Please call the store to notify staff when you arrive, and they will open the door for you.

**Q: The original email says “Sunday, April 24”, but April 24 is a Friday. Which date is correct?**

A: We apologize for the error in the original communication. The correct retrieval window is “through Friday, April 24”.

**Q: I called the store and no one answered. How am I supposed to get in?**

A: Staff members will be present at each location during the retrieval window. Staff may be assisting other Shop Owners—please try again or visit the store within the retrieval window.

**Q: I have spaces in multiple stores across different states. How am I supposed to retrieve inventory from all of them in this short window?**

A: We understand this is a challenge for multi-location Shop Owners. You are welcome to send someone on your behalf to retrieve your inventory—they do not need to be the account holder.

**Q: Can I get more time beyond the retrieval window to move out?**

A: Painted Tree is working with landlords to preserve access during the stated window. We strongly encourage all Shop Owners to retrieve inventory as soon as possible.

**Q: What happens to my inventory if I can’t retrieve it by the deadline?**

A: All merchandise and personal property in your space belong to you. We are currently working with landlords to ensure Shop Owners have access until Friday, April 24. After the retrieval window closes, access to the buildings will be determined by the landlord. We strongly encourage you to retrieve your items as quickly as possible.

**Q: Will store employees help me break down my space and load my vehicle?**

A: Store staff will be on-site to facilitate access—opening doors and directing you to your space—but they have very limited capacity to assist with breakdown or loading. Please bring your own help, packing materials, and vehicles.

**Q: Can I still sell product during the retrieval window?**

**A:** No. Painted Tree has ceased all retail sales. The stores are open solely for Shop Owner inventory retrieval.

## 2. Financials

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**Q: I already paid my April rent. Will I get a refund or prorated credit for the unused portion of the month?**

**A:** Painted Tree anticipates the filing of a Chapter 7 bankruptcy liquidation case. You will have the opportunity to file a proof of claim with the bankruptcy court once the filing occurs for any unused, prepaid rent or other amounts you believe are owed to you. Information on how to file a claim, including deadlines, will be provided as the case progresses.

**Q: I paid my rent for an entire year in advance. How will I be reimbursed?**

**A:** Painted Tree anticipates the filing of a Chapter 7 bankruptcy liquidation case. You will have the opportunity to file a proof of claim with the bankruptcy court once the filing occurs for any unused, prepaid rent or other amounts you believe are owed to you. Information on how to file a claim, including deadlines, will be provided as the case progresses.

**Q: Will I get my security deposit back? When and how?**

**A:** Painted Tree anticipates the filing of a Chapter 7 bankruptcy liquidation case. You will have the opportunity to file a proof of claim with the bankruptcy court once the filing occurs for any unused, prepaid rent or other amounts you believe are owed to you. Information on how to file a claim, including deadlines, will be provided as the case progresses.

**Q: I just signed a new lease and paid my first month's rent and deposit but haven't even moved in yet. How do I get my money back?**

**A:** Painted Tree anticipates the filing of a Chapter 7 bankruptcy liquidation case. You will have the opportunity to file a proof of claim with the bankruptcy court once the filing occurs for any unused, prepaid rent or other amounts you believe are owed to you. Information on how to file a claim, including deadlines, will be provided as the case progresses.

**Q: Can I dispute my April rent charge with my bank or credit card company?**

**A:** Shop Owners may wish to consult with their own financial institution or legal counsel regarding their individual options. We are unable to advise on chargebacks or disputes, but we want you to be aware that a bankruptcy filing may affect how those processes are handled.

**Q: Will I be paid for items that sold this month (April) before the closure?**

**A:** Painted Tree anticipates the filing of a Chapter 7 bankruptcy liquidation case. You will have the opportunity to file a proof of claim with the bankruptcy court once the filing occurs for any amounts you believe are owed to you. Information on how to file a claim, including deadlines, will be provided as the case progresses.

**Q: I am still owed my March settlement / payout. When will I receive it?**

**A:** Painted Tree anticipates the filing of a Chapter 7 bankruptcy liquidation case. You will have the opportunity to file a proof of claim with the bankruptcy court once the filing occurs for any unused, prepaid rent or other amounts you believe are owed to you. Information on how to file a claim, including deadlines, will be provided as the case progresses.

**Q: I have an open support case or financial dispute with Painted Tree. What happens to it now?**

**A:** Unfortunately, Painted Tree will no longer have employees available to work on any open or new support cases.

**Q: How do I get a full account of what Painted Tree owes me?**

**A:** We recommend that you gather any records you have of payments made, settlement statements received, and any outstanding balances shown in your Shop Owner portal or prior correspondence. This information will be helpful when filing your proof of claim.

**Q: I purchased a Painted Tree gift card. How do I get a refund?**

**A:** Painted Tree is unable to process gift card refunds or honor gift cards, as all retail operations have permanently ceased. You will have the opportunity to file a proof of claim with the bankruptcy court after the case is filed. The appointed trustee will provide information regarding the claims process and any applicable deadlines. We will work to provide that information to you as soon as we have it.