

SHIPPING + HANDLING

Orders are carefully prepared and shipped on Mondays (excluding holidays).

Purchases made throughout the week will be dispatched the following Monday via Canada Post Expedited Parcel.

Estimated delivery time is 2-9 business days.

Tracking information will be provided by email once your order has been sent.

All shipments are insured for loss.

Shipping Rates

Canadian Provinces: \$30 per item

Continental United States: \$35 per item

Canadian Territories, Hawaii, Alaska, Puerto Rico: \$45 per item

For international orders, please contact me directly for a quote.

Some pieces may require additional shipping due to size or weight. This will be noted in the item description.

For multiple-item purchases, an additional shipping fee may be applied and invoiced separately (typically \$10 per additional piece, adjusted as needed).

International customers are responsible for any duties, customs fees, or import charges.

PACKAGING + DAMAGES

Each piece is carefully wrapped and packed to ensure it arrives safely. Packaging is intentionally generous, allowing space for protective materials. Recycled materials are used whenever possible.

In the rare event that your piece arrives damaged, please contact me within 24 hours of delivery and include photographs of both the item and its packaging.

While shipping insurance covers loss, I will offer a refund for the piece (excluding shipping costs) if damage occurs in transit.

Claims made after 24 hours of delivery cannot be accepted

PAYMENT METHODS

Credit card payments are accepted.

E-transfer is also available—please contact me directly to arrange.

REFUNDS + EXCHANGES

I hope that your piece feels at home with you.

If you wish to return or exchange an item, please contact me within 48 hours of delivery. Items must be returned in their original condition and packaging.

Return shipping is the responsibility of the customer. Original shipping costs are non-refundable. Once the piece has been safely returned, a refund will be issued.

ABOUT YOUR PIECE

Each work is made by hand. No two pieces are ever exactly alike. Subtle variations in form, surface, and glaze are an essential part of the work.

When multiples are offered, each piece belongs to the same family, but carries its own differences. These distinctions are intentional—part of what makes each object individual and collectible.

My work exists between function and sculpture—meant to be used, held, and lived with.

Ceramics are durable, but not indestructible. With care, they can last a lifetime.

Dishwasher use is possible, though hand washing is recommended to preserve the surface over time. Avoid sudden temperature changes and impact against hard surfaces.

Microwave use is not recommended, especially for pieces with gold lustre.

Damage caused after delivery, including cracks from impact or thermal shock, cannot be replaced or refunded.

A NOTE

These pieces are made slowly, and with intention.
Thank you for choosing to live with one.

Please reach out if you have any questions.

Crystal