

SHIPPING AND HANDLING

My post office day is Monday unless that Monday is a holiday. All orders made Saturday through Friday will be shipped out the following Monday and sent by the Canada Post Expedited Parcel service.

COVID-19 UPDATE: Canada Post has suspended normal delivery guarantees for their parcel service so please take this into mind. They aim to deliver safely without overburdening their people in these extraordinary circumstances, so normal procedures may take a bit more time.

The shipment should arrive within 2-9 business days. Tracking numbers will be included with an e-mail once orders are shipped. All shipments will be insured, but insurance only covers loss.

Canadian Provinces: A flat rate of \$30.00 per item

To the Continental United States: A flat rate of \$35.00 per item

To the Canadian Territories, Hawaii, Alaska and Puerto Rico: A flat rate of \$45.00 per item

International: Contact me for a shipping cost

Some items may be subject to additional shipping costs due to their size and weight, noted in the item description.

If you are buying multiple items an additional rate will be added and invoiced separately. This rate is primarily \$10.00 per each additional item but may be more depending on weight and size of total order.

For international sales the customer is responsible for any duties, customs, or any other import charges which may apply.

PACKAGING AND DAMAGES

Ceramic items are breakable by nature and I package very carefully to accommodate this quality. Boxes need to allow for extra packaging materials. Should your purchase be of larger quantities or a large size, extra shipping charges will be calculated and invoiced separately.

I use recycled materials for packaging.

If you receive your piece and it is damaged, contact me within 24 hours via e-mail and include a picture of the damaged piece plus the package. Unfortunately, shipping insurance only covers loss, but I will refund you your money minus the shipping cost. Failure to contact me within 24 hours will nullify your claim with me.

PAYMENT METHODS

Credit card

REFUNDS AND EXCHANGES

I sincerely hope that you will be very happy with your purchase. However, should you desire to return or exchange an item, please notify me via e-mail within 48 hours of receiving it. I suggest using the same box and shipping materials to return it. Customers must pay all shipping costs. COD deliveries will not be accepted. Once the item is returned in its original condition, a refund will be issued minus the original shipping costs.

ABOUT YOUR PURCHASE

All items are individually handmade, thus there are never any two exactly alike. When a multiple of an item is offered, there may be slight discrepancies between each item. When purchasing a set, every effort will be made to have the size and colour match as closely as possible, but variations will always occur even amongst like items. It's all part of the uniqueness and charm of handmade items and what makes each piece special.

My work is intended to be functional sculptures; visually interesting and appreciated even more through use. However, pottery is delicate. It can last for a lifetime, but won't tolerate banging or thermal shock. You can put items in the dishwasher, but I recommend hand washing to avoid any possible knock or change to the glaze due to different dishwasher soaps.

Handmade hand wash.

It's impossible for pieces to crack on their own, but sometimes cracks may go unnoticed for weeks after being knocked. These cracks will slowly deteriorate the structure of the ceramic item and may result in future breakage. Take care not to knock your piece against hard surfaces to ensure a long, happy life. Please examine your purchase carefully upon receiving it.

Microwaving not recommended. **Do not put your piece in the microwave if there is any gold lustre on the piece.**

I cannot be responsible for breakage after receipt of the item.

Please contact me if there are any other questions you may have!

Thank you for your purchase!

Pick up soil and give it a squeeze. Break it apart in your hand and smell what we are inherently connected to; our past, present and future. Discover patterns that arise when we let nature fall as it may.