



## Bulk Policies

Thank you for your interest in our products! Below you will find our policies.

### Payment

For all large orders, 50% of your balance is due at the time of order. The remaining balance plus shipping is due when the work has been completed. Payment must be made via certified check, business check, or with a credit card. I accept all major credit cards. Checks must be cleared before product is shipped. Credit cards will be charged prior to shipment.

### Cancellation

If an order is canceled prior to its shipment, the buyer will incur a cancellation fee of 25%. The cancellation fee covers my time and any production prior to your canceled order. This fee will be charged to your credit card or billed accordingly. Be aware that items are handmade to order and a lot of time goes into the production of each order.

### Delivery

Products will be delivered in the order that orders are received. Please allow ample time when placing your order. If I become backordered, I will notify you. Please be aware that high production time such as the winter holiday season may delay times - please plan and order early!

I will ship via United States Postal Service (USPS), United Postal Service (UPS), or FedEx. Please specify if you have a preference and I will do my best to accommodate. Shipping and handling fees are the responsibility of the buyer and will be billed accordingly.

### Ordering

Due to the nature of one of a kind and pieces, specifics in ordering via a style or theme will be dealt with individually. Website photos are for reference only unless you request that specific item. If it is a one of a kind item I will not be able to reproduce it exactly but will do my best to create a similar item if requested.

### Damages/Defects

If a product is defective I will exchange it for a like item. Damage/Defective claims must be made within 7-10 days of receiving your order; all sales are final thereafter. If items are received damaged, contact the shipping company directly and notify me immediately. I will do my best to resolve any issues.

### Returns

YOU MUST CONTACT ME PRIOR TO RETURNING ANY ITEM(S). Returns will be accepted only if the products are received back in unused and new condition. Products must be returned within 30 days of delivery. Please contact me before returning. A 25% restocking fee will be billed accordingly. No "Buy Backs" are allowed.

### Shipping Damages

I pack my products with the *utmost* care, however, I am not responsible for damages caused by shipping carriers. If you have a shipping damage-claim, please contact the shipping center and me as soon as possible. I will do what is reasonable to assist you with your claim. These damages are not entitled to a refund, return, or exchange.

These terms are subject to change at any time and you will be notified of such.