



SOUL PINE  
POTTERY

## Order, Shipping, and Return/Exchange Policies

### **Orders:**

To place an order with Soul Pine Pottery, please contact Molly through phone, email, DM, or website contact form. I will respond as soon as possible and work with you to build an order.

Many items can be found for sale at one of the shops and galleries that carry Soul Pine Pottery. If you are able, please check out of the shop/gallery locations. If you are unable to make it to a store location, or have specific requests or a custom order, feel free to contact Soul Pine Pottery directly. I am happy to work with you to design a custom item or size.

All efforts will be made to fill orders from existing inventory, but often will need to be made-to-order during busy seasons.

*A holiday order deadline will be set in Mid-October in order to insure completion and delivery by Christmas. Please place Holiday Orders early.*

Made-to-order items, and custom pieces require 6-8 weeks to complete and ship. I generally cannot expedite orders due to high demand and the time-intensive nature of the design. 6-8 weeks is a general estimate though and may be faster during slower times of the year.

Variability in size, color, and details on each piece is part of the unique birch design and is to be expected. I will do my best to meet order specifics but due to the individual nature of each piece, exact matches are not possible.

When an order is placed, I will write up an invoice for payment for the piece(s), including shipping. Invoices are sent via e-mail through Square and provide a secure, online transaction with receipt. Soul Pine Pottery does not currently accept personal checks.

Please contact Molly if you have any questions! Thank you for your interest in Soul Pine Pottery!

### **Shipping:**

All shipping is handled through USPS Priority Shipping. Shipping is currently limited to US States and Territories ONLY. International shipping is not currently available, sorry.

Customers will receive the tracking number for their packages after invoices have been paid and items are ready to ship.

Items are double-wrapped with bubble wrap in surrounded with tissue paper and packing peanuts in a sturdy cardboard box. FRAGILE stickers are applied to the exterior and all flaps are firmly taped.

Shipping estimates are based on the following table and are subject to increase or change at any time. Shipping charges will be billed on the order invoice and are expected to be paid prior to shipping.

<b>REGION</b>	<b>SMALL PACKAGE</b>	<b>MEDIUM PACKAGE</b>	<b>LARGE PACKAGE</b>
<b>New Hampshire</b>	8	10	12-16
<b>New England</b>	10	12	14-18
<b>Other East Coast</b>	12	14	16-20
<b>Mid-West</b>	14	16	18-22
<b>West Coast</b>	18	20	22+

***Shipping problems:***

Please contact Molly if there are any problems with the shipping, including wrong address, damaged box, or damaged item. Please include photos of the damaged box and the item within.

**Returns or Exchanges:**

Returns or exchanges are accepted within **30 days** of purchase or receipt of product.

There are no returns for customized items.

***For damaged or incorrect items:***

Customer may return item for replacement. Customer will be refunded for return postage and not charged for postage on replacement/repaired item. Time of up to 8 weeks may be necessary to replace item. Customer may choose to receive a full refund for damaged piece, including return postage.

***For exchanges:***

Items may be exchanged if customer changes their mind about color or size of item. Please note that each item is an individual design and will vary slightly in color, size and appearance. A reason for exchange must be given and customer is expected to pay for return postage. The item being exchanged must be received in good condition before a new item is sent out. Customer may also choose to receive a full refund for returned piece, NOT including return postage.

*All returns or exchanges outside of 30 days will be handled on a case-by-case basis.*