

Ordering, Discounts, Shipping, & Contact Information

- Ordering Information:
 - **To place an order for bisque (molds, paints, or supplies), please email or call us with the following information:**
 - **Item Number**
 - **Quantity of item (if ordering part of a set, please indicate which items you want as clearly as possible)**
 - **Description of item(s)**
 - **Special Instructions (cut outs, attachments, removal of design, etc.)**
 - **Phone number where you may be reached**
 - **Shipping Address/ Billing Address (if different)**
 - Bisque orders must be a minimum of \$10.00 after any discount.
 - A nonrefundable 100% down payment is required of all bisque orders.
 - All prices are listed in United States Dollars and are subject to change without notice. New price lists immediately supersede all prior ones.

- Shipping information:
 - We apologize, but we're no longer able to provide shipping estimates.
 - You may calculate a "guesstimated shipping total" by going to <http://postcalc.usps.com/> or https://wwwapps.ups.com/ctc/request?loc=en_US&WT.svl=PNRO_L1 and entering 20169 as the origin zip code. Double the dimensions of the item you are interested in purchasing (if purchasing more than one item, add the dimensions together). Shipping should roughly be around that total plus or minus up to 20%, depending upon the size of the box ultimately required and fragility of the pieces ordered. **Most** items over 12" will ship in a standard 18x18x24 box.
 - Insurance is required for all non-UPS shipments.
 - Purchaser is solely responsible for freight charges.
 - We will gladly ship the cheapest method possible (though we do **NOT** recommend shipping USPS parcel unless it is significantly cheaper).
 - There is a \$5.00 convenience fee charged for **all** USPS Parcel Post shipments (this charge *doesn't* apply to Priority or Priority Express shipments, and is only charged per trip, regardless of the amount of boxes you have coming to you).
 - We are not responsible for damage to any packages. Any insurance claims must be filed with the freight company immediately; we are not responsible for insurance claims.
 - No COD service is available.

- A minimum 5% and maximum 10% handling fee will be charged on **all** shipments based on amount of packing material required. The handling fee is calculated on all net sales, prior to any discounts.
- Foreign shipments:
 - Please add up to a 10% service charge to handle customs forms (maximum Canadian, Australian, New Zealand, Japanese, and EU charges: \$5.00 [USD])
 - Please add up to a 10% service charge to handle customs forms (maximum charge to most other countries: \$10.00 [USD]). Ask about your country to see which fee will apply.
 - All foreign orders must be paid with a valid credit card backed by a major financial institution or (preferably) Paypal.
 - We will gladly waive this charge on orders over \$100 (USD), excluding shipping and handling charges.
- Bisque discounts (may not apply to all non-bisque accessories):
 - Retail purchase total
 - \$0-\$100: 0%
 - \$101-\$200: 10%
 - \$201-\$350: 20%
 - \$350-\$499: 30%
 - \$500-\$999: 40%
 - \$1000+: 50%

- Discounts are cumulative and valid for one business year from the date of your last purchase (e.g. if you purchase \$350 in January and another \$700 in February, the February order would qualify for a 50% discount because $\$350 + \$700 = \$1050$).
- Order 6 or more of the same piece: 30% off that design
- U.S. Military (& Military forces from NATO member countries): 40% (Must ship to an FPO, APO, be active duty, proof of KIA status, or have proof of service or proof of honorable discharge after 4+ years of service. Military discount is applicable to immediate family members as well. *Thank you for your service and sacrifices!*
 - NATO military members will not be charged the 10% in-house customs forms fees, nor will any shipments to APO's/ FPO's. We cannot absorb the costs of customs though, sorry!
- Police, Fireman, and teacher's discount: 20% (Must provide proof of employment, retirement, or KIA status or ship to that facility).

- **Payment information**
 - All returned checks will result in a \$30.00 service fee.
 - For payments in the United States, we accept payments in the following forms:
 - Credit Card Payments

- Payments via the online Paypal Service:
<http://www.paypal.com/> Email us for our
Paypal I.D.
- Due to several failed transactions from unscrupulous persons, the following are accepted *only with prior approval*. Approval MUST be made PRIOR to placing your order!
 - Cashier's Checks
 - Money Orders
 - Personal Checks (accepted only after your initial order; checks are held for up to 10 business days prior to shipments on all new accounts)
 - Business Checks (accepted only after your initial order)
- **Returns information:**
 - We are not responsible for return shipping.
 - We do not accept returns.
- **Legal Information & Other Fees:**
 - International copyrights apply to all designs.
 - Designs are not to be reproduced in any form.
 - Copyright notices are not to be removed from the bisque for any reason. Violations of any copyright laws are subject to prosecution. Violators are subject to stiff criminal sentences and fines.

*2606 Alvey Drive
Haymarket, VA 20169-1204
Phone: 703-754-8896*

Staffed Hours of Operation:

Monday through Wednesday: 12 PM (EST) to 8 PM (EST)

Friday: 12 PM (EST) to 5 PM (EST)

Closed Thursdays, Saturdays, Sundays, and all major American holidays.

Closed 1-31 May Annually.

We are open 24/7 for email and usually respond within 24 hours unless we are unable due to illness, travel, or technical difficulties.

cindysceramics@comcast.net

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