

# Ordering, Shipping, & Contact Information

- **To place an order for molds 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)**
  - **Phone number where you may be reached for UPS delivery personnel**
  - **Shipping Address/ Billing Address (if different)**
  - **Method of Payment. We currently accept American Express, Diners Club, Discover, EnRoute, JCB, Mastercard and Visa credit and debit cards or Paypal payments. Please **DO NOT** email credit/ debit card numbers!**
- **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 multiple shipping estimates. This is a VERY time-consuming process and impedes our ability to fill orders for all customers on a timely basis. One estimate per customer, please and thank you!
  - **When requesting an estimate on shipping, please provide your *full* shipping address. Only USPS will provide an estimate based on just a zip code and we search all shippers for the cheapest shipping option.**
  - 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.
  - Handling fees:
    - \$10 per box
- Returns information:
  - **We do not accept returns for any reason. All sales are final.**
- 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 or molds for any reason.
  - Violations of any intellectual property laws and rights are subject to prosecution. Violators are subject to stiff criminal sentences and fines.

*Cindy's Ceramics*  
*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.

[info@cindysceramicsandmolds.com](mailto:info@cindysceramicsandmolds.com)

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