

# Ordering, Discounts, Shipping, & Contact 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)**
  - **Method of Payment. We currently accept Mastercard and Visa credit and debit cards or Paypal payments. Please **DO NOT** email credit/ debit card numbers!**
- Bisque orders must be a minimum of \$20.00 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.

- Bisque discounts (may not apply to all non-bisque accessories):
  - Quantity discounts (Retail purchase) total:
    - \$0-\$100: 0%
    - \$100.01-\$150.00: 5%
    - \$150.01-\$250.00: 8%
    - \$250.01-\$400.00: 10%
    - \$400.01-\$500.00: 12%
    - \$500.01+: 20%
  - Discounts are cumulative and valid for one calendar year from the date of your first purchase (e.g. if you purchase \$350 in January and another \$200 in February, the February order would qualify for a 20% discount because  $\$350 + \$200 = \$550$ ).
  - Bulk Discounts (Order 6 or more of the same piece): 20% off that design
  - U.S. Military: 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, EMT's discount: 15% (Must provide proof of employment, retirement, or KIA status or ship to that facility).

- 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 currently only ship either UPS or USPS.
  - 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.
  - Up to a 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. Discounts will be available for those who return peanuts (at your own cost, not ours).
  - 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)
  - Maximum charge to most other countries: \$10.00 (USD)
  - Ask about your country to see which fee will apply.
  - We will gladly waive this charge on bisque orders over \$100 (USD), excluding shipping and handling charges.
- All foreign orders must be paid with a valid credit card backed by a major international financial institution or (preferably) Paypal.
- Mold orders shipping to international locations may require an intermediary to process shipments (Buckeye Ceramic Supply in Hilliard, Ohio handles this type of shipment for most mold companies).
  
- **Payment information**
  - All returned checks will result in a \$30.00 service fee.
  - Corporate clients **MUST** pay within 30 days or a 10% fee will be incurred per month of delinquency.
  - For payments in the United States, we accept payments in the following forms:
    - Credit Card Payments
    - Debit 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 accounts with a history of less than 6 shipments)
  - 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 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.

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](mailto:cindysceramics@comcast.net)

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