

## **Gillan Doty Pottery**

### **Online Store Policies**

#### **Shipping**

For all shipping in the US, there is a flat rate of \$8.00 per order and \$2.00 item. I find that in almost all cases this represents an accurate estimate of the shipping cost and more likely is cheaper than the actual shipping cost. If you are overcharged for shipping please reach out and I will refund the extra amount you were charged for shipping. Shipments will be typically sent via USPS, unless another carrier is more economical for your destination. Tracking info will be provided for all orders. Shipments will be sent out within 1-5 days after your purchase. Most domestic shipments arrive within one week, but may be delayed during peak shipping seasons. Once an order leaves my studio, I unfortunately have no insight into what USPS does with it from there. I will have the same tracking information you do.

For international orders, please note that a \$80 flat shipping rate will be applied to your order. I will find the least expensive method of shipping and then either refund or charge you the remainder after I ship the pots. Unfortunately, due to COVID, I have found that international shipping times are often quite long, from 2-5 weeks. Please note, additional customs charges, VAT, and import taxes may be due for certain countries. These charges are the responsibility of the buyer.

I aim to minimize plastic products by using recyclable packing materials. Please reuse or recycle cardboard and paper.

#### **Refunds**

Please note, all of my products are handmade, and slight variations in clay or glaze color, texture, finish and size are to be expected and are not considered flaws. Refunds will be offered if the item is damaged during shipment. If you receive a

damaged piece, please retain all packing materials including the box and contact me within 48 hours of receiving the package so I may begin an insurance claim. This process will require images of the packing materials and broken items. Refunds will not be issued beyond 48 hours of delivery, or if the original packing materials are not kept.

I work very hard preparing my work and images for sale. All pieces are accurately represented to the best of my ability. Due to the complexity and depth of ceramic surfaces, pieces often have subtle qualities that are difficult to accurately portray through photography.

### **Care Instructions**

All work is fully functional and intended to be used. That being said, they are all handmade using local North Carolina Clay so I recommend handling with care. Pieces are microwave and dishwasher safe but I recommend hand washing to ensure the longevity of your pieces. Although I sand all work to have a smooth surface, due to the coarse nature of the materials used, pieces may feature subtle to roughly textured surfaces. Please inspect images closely before purchasing. Dirt and stains on unglazed surfaces can be removed with a scrub brush and a bit of baking soda. For stubborn stains, gently sand the surface in a circular motion with a fine-grit sandpaper. Do not expose the wares to sudden, dramatic shifts in temperature (e.g. place into a hot oven from the freezer) or place over an open flame. Although I test everything to make sure they are watertight, due to naturally occurring sand and stones in the clay, occasionally certain vessels may sweat minor amounts of liquid at the base. Protect delicate and valuable display surfaces with a moisture barrier, or by inserting an additional water tight container inside the vessel for fresh flower arrangements.

Thank you so much for your support and interest in my work. If you have any questions regarding the information above, please send me a message through the contact page on my website and I will respond promptly.