

## **Ordering Policies**

- The minimum order online is 1/2 kilogram for rod, powders or frit.
- Orders are priced by actual weight. Due to the handmade nature of rods, the weight of a \_ bar may vary from your ordered quantity by as much as 1/4 kilo either way. Totals provided in your shopping cart are only an estimate. If you would prefer your rods to be a little smaller than \_ kilo – please let us know in “comments” at the bottom of your order form.

## **Payment**

- We accept Cash, Cheques, American Express, VISA, MasterCard, and Money Orders. A \$25 fee is assessed on ALL returned checks.
- All orders leaving our warehouse are subjected to taxes according to the destination province.
- Ontario business customers please complete and return PST EXEMPT FORM

## **Shipping**

- Items in stock are shipped within 48 business hours of receipt of order.
- For same day processing, please place order by 1:00 p.m. Eastern Standard Time.
- Applicable Taxes & Shipping charges are additional.
- We ship ground service by Canada Post, and use UPS & Purolator for rush service. If you prefer a certain courier, please note this in “comments” of your shopping cart. Otherwise we choose the most economical service for your area.
- Orders shipped by Canada Post Expedited Service generally arrive in 4-6 days, XpressPost arrives in 2 business days. UPS & Purolator usually offer Next Day Service, and 10am service to most major centers.

## **Return Policy**

- Any colour product purchased from us may be returned for credit, regardless of when it was purchased, provided it has original packaging & labels. Damaged goods and unlabeled materials will be accepted for credit of \$5/kilo.
- If the color you purchase fails the trident seal test with your clear glass, please advise us immediately. Make sure you test each color prior to production.
- We stand behind the advice we give and guarantee the product we sell. If you feel a product purchased at from us has not met your expectations, return the item for exchange, repair, or credit. And we encourage you to advise us promptly so we can help find you a better solution.

## **Back Orders**

- If an item is back ordered, we will notify you in the same manner as you placed your order. If you placed your order online, please make certain to include all your current contact info on the order form.

- We will notify you when the product is back in stock, and offer you first choice before putting it on display for regular sale.

## **About Us**

We listen. If you want us to change something or to carry another product, let us know; we may not end up doing what you want but we won't ignore your comments. We have had a lot of good advice from customers over the years and appreciate it. We rely on your feedback to let us know what you need, & how we can be of better service.

We treat the customer like a friend. We do everything for you that we would do for a friend, including, when necessary, to go the extra mile. Nobody is on commission here and there are no minimum sales targets built into anybody's job description. We have found them to be in conflict with good advice. Besides, most of you will spend as much money with us as you can afford so we want to give you good advice, to give you the best value and thereby guarantee ourselves a low rate of product returns. It is best for both of us if we get it right the first time around.