

Terms and Conditions - Pottery Products

Welcome to The Salted Kiln! We're excited you're here. Before you shop, please take a moment to read through our Terms and Conditions. By purchasing from us, you agree to the following:

1. About Our Pottery

- **Handmade Quality:** All of our pottery is made by hand, so each piece is unique! That means slight variations in colour, shape, and size are totally normal.
- **Availability:** We try to keep everything in stock, but some items may be sold out or go fast. If that happens, we'll let you know!
- **Product Photos:** We do our best to show the colours and details of our pottery accurately, but keep in mind that screens and lighting can affect how things look.

2. Placing an Order

- **Order Confirmation:** Once you place an order, we'll send you an email confirming everything. This doesn't mean we've shipped it yet, but we're on it!
- **Pricing:** Prices are listed in pound sterling, some prices include shipping in the price stated and some will have it added on checkout. Please note that prices can change, but we'll do our best to keep things clear.
- **Payments:** We accept payments via credit/debit cards, all transactions are secure.
- **Cancellations:** You can cancel your order as long as we haven't shipped it yet. Once it's on its way, cancellations aren't possible.

3. Shipping & Delivery

- **Shipping:** We offer only national shipping, and the cost will be calculated at checkout. If you would like international shipping please contact The Salted Kiln for a quote.
- **Shipping Times:** We aim to ship out your order within 5-7 business days. Due to manufacturing mishaps with pottery production (the nature of the pottery beast!) sometimes delivery may be delayed but we will contact you immediately to let you know.
- **Lost/Damaged Shipments:** We take care to pack everything securely, but if something arrives damaged or gets lost, let us know right away, and we'll help make it right.

4. Returns & Exchanges

- **All Sales Are Final:** Because our pottery is handmade, we don't offer returns or exchanges. But if your order arrives damaged or defective, please contact us ASAP, and we'll sort it out with a replacement or refund.
- **Damaged Items:** If there's any damage to your pottery during shipping, send us photos, and we'll work to get it fixed.

5. Your Privacy

- We respect your privacy and are committed to keeping your personal info safe. For details, check out our Privacy Policy.

6. Responsibility & Liability

- While we do everything we can to ensure the best experience for you, we can't be held responsible for any indirect or unexpected damages. Our liability is limited to the price of the item you purchased.

7. Changes to These Terms

- We may update these Terms and Conditions from time to time, so check back here if you ever have any questions. By continuing to shop with us, you agree to any updates.

8. Contact Us

If you have any questions or just want to say hi, get in touch with us!

- **Email:** info@thesaltedkiln.com
- **Phone:** 0791810796
- **Address:** 4 Briston Road, Melton Constable, Norfolk, NR24 2DA