



## Ordering and Payment Information

### Payments accepted (in USD):

- Paypal to [michelle@firesidelooms.com](mailto:michelle@firesidelooms.com)
- Visa, Mastercard, Discover and Amex by phone
- Checks payable to Fireside Fiberarts must clear prior to order being shipped (2 weeks). \$40 returned check fee.

### Placing Orders – Email or Phone

All of our products are custom-made so orders must be placed person-to-person to ensure we understand your needs. We will discuss delivery timeframe as well as shipping and payment options.

We welcome the opportunity to write a Price Quote for anyone considering a purchase...there's no obligation and we are able to include shipping/packaging fees, taxes and detailed explanations of the options available for your order. Contact Michelle at 724.283.0575 or [michelle@firesidelooms.com](mailto:michelle@firesidelooms.com)

### Delivery Schedule

Our looms, benches, rotary temples, and weaving tools are built one-by-one in our Workshop and the time to build each one varies. Paying a deposit establishes the sequence your order will be done in our workshop. We will do our best to estimate your delivery date, but we cannot guarantee a specific delivery date. Looms are usually available in 6-10 months. Benches take approximately 3-4 months to deliver. Smaller items such as Rotary Temples, Raddles, Lease Sticks, Lampholders, Casters are generally available in 2-4 weeks.

### Payment Plans

All orders must be paid in full prior to shipment. Looms and benches are paid in three (3) installments: a 1/3 deposit secures your place in our workshop schedule, a 1/3 payment is due when your order becomes our primary project in our workshop - approximately 6-8 weeks prior to delivery of your order, and the final 1/3 payment is due immediately prior to shipment of your order.

### Packaging/Crating Fees

Every order is handled with care and packaged to prevent damage to your items. Crates are hand-built to protect Fireside Looms during shipping. For this special attention, we charge a reasonable fee to cover our materials and time.

### Shipping Methods

Fedex has proven itself reliable and responsible. We trust both Fedex Home Delivery and Fedex Freight with the majority of our shipments. We also use Priority Mail with Tracking and Insurance.

### Warranty

Fireside Fiberarts' custom looms, benches and hand-made accessories carry a 3-year warranty.

### Order Cancellations and Return Policy

Our goal is to provide customers with custom-made weaving tools that exceed their expectations. If you are dissatisfied in any way, please contact us so we can resolve your issues. In the case of a return, we will refund your purchase price minus shipping/packaging fees and a 25% restocking fee. Custom Orders canceled prior to our commencing work will receive a full refund. Once your custom item is in process, you will receive a 75% refund.