

SHIPPING

Free shipping within the contiguous United States on all products except kilns and annealers. Alaska and Hawaii please contact the Lasses for shipping information.

We usually ship within 3 business days of receiving your payment. We spend the weekends with our families and our dogs!

PACKAGING

We recycle! The Lasses believe in being environmentally responsible. You may receive your order in a clean, but gently used cardboard box with recycled packing peanuts and/or bubble wrap. By recycling these items we can keep costs down, while keeping extra trash out of our landfills.

If you'd prefer a brand new box for shipping, just make a note on your order and we will ship your item(s) in a new box, with new packing materials at no extra charge. Please join us in thinking green and recycle!

DAMAGES

GENERAL

Upon receipt of a damaged item(s) please notify us immediately via e-mail us at twolassesglass@yahoo.com and we will respond promptly.

DAMAGES - KILNS AND ANNEALERS

Upon receipt of your kiln or annealer, it is MOST important that you inspect the exterior of the box for any obvious signs of damage (i.e., punctures, dents/crushing, etc.) and IF necessary make the carrier note that you have a box that appears to have damage.

It is important that you then unpack your kiln immediately and inspect it thoroughly. Shippers allow a VERY limited time in which to file a damage claim (typically LESS than 48 hours). Please keep ALL packing materials (i.e., peanuts, bubble wrap, etc.). In the event of a damage claim, UPS will typically send an inspector to view the item and the packing materials in order to make an assessment.

Even if you have not yet had an opportunity to prepare a place for your new kiln, we ask that you take a moment and follow these simple instructions so that IF there is damage, we can file a timely claim, otherwise we will have no recourse with the shipper.

Looking on the bright side, we have had, on average, LESS than FIVE damage claims a year but we ask for your cooperation in reporting damage immediately.

RETURNS POLICY

All returns must have a Return Authorization number. Please contact the Lasses at www.twolassesglass@yahoo.com for your number and return shipping instructions before making any returns.

REFUNDS - GENERAL

The Two Lasses want you to be delighted with your purchase(s) and will reimburse you for the return shipping costs of any item that was damaged, defective or sent to you in error; otherwise returns are made at the Buyer's expense.

Items must be received in their original, "new" condition and packaging (i.e., unopened and unused). Refunds are made in the same manner as the original payment (i.e., PayPal) within 4 business days of receiving the item back in our warehouse.

REFUNDS – KILNS, ANNEALERS, SAWS & GRINDERS

The Two Lasses want you to be delighted with your purchase(s) and will reimburse you for the return shipping costs of any item that was damaged, defective or sent to you in error, otherwise returns are made at the Buyer's expense, with proper packing, insurance and tracking expected.

Items must be returned in their original, "new" condition and packaging (i.e., unopened and unused). Refunds are made in the same manner as the original payment (i.e., PayPal) within 4 business days of receiving the item back in our warehouse.

At their discretion, the Lasses reserve the right to hold back a 6% re-stocking fee on kilns, annealers, saws and grinders. This fee does not apply to damaged, defective items or items sent in error.