

Shipping, Payment, and Refund Policy

At Earth's Clay we take pride in delivering the best quality product at reasonable prices. If your expectations have not been met, we would love to know about it.

Full payment is required at the time of making an order. If a custom order is requested, a non-refundable deposit will be charged as agreed upon in the quote provided to you.

Custom orders may be subject to price changes due to having to source additional materials and/or additional time or complexity. You will be notified of any changes before final payment is due. Earth's Clay will endeavour to provide an accurate quote and participate in discussions throughout the quote to completion process.

Earth's Clay does not accept change of mind purchases and all sales are final.

If a new item has been assessed and confirmed faulty, Earth's Clay will happily provide a refund or exchange within 14 days of purchase.

There are no refund or exchanges on items sold as seconds.

Please note in addition to Earth's Clay conditions, you may have other protections under Australian Consumer Law.

Earth's Clay uses Square AU PTY LTD to process all payments online. Currently, Earth's Clay does not offer Paypal or other online payment options.

Direct Deposit is available when requested, please note full payment will need to be received and cleared before any goods are shipped. Please contact us via email if you would like an invoice to pay via Direct Deposit.

By using Square AU Pty Ltd (ABN 38 167 106 176) ("Square," "we," "our," or "us") card payment processing services and other payment methods offered to you through Square ("Payment Services"), you agree to be bound by the General Terms of Service ("General Terms"), these additional terms and conditions ("Payment Terms") and all other terms, policies and guidelines applicable to the Services (as defined in the General Terms) used. If you are using the Payment Services on behalf of a business, you represent to us that you have authority to bind that business to these terms, and you accept these terms as an authorised person on behalf of that business. Payment Services may only be used for business purposes in Australia. Defined terms will have the same meaning as those found in the General Terms, unless otherwise specifically defined in these Payment Terms.

For any feedback or refund requests for order and deliveries, please contact us via email at earthscly@outlook.com

Shipping

Shipping costs have been factored into the cost of each item. This means you pay no additional shipping charges when you purchase from Earth's Clay.

All items will be insured at no additional cost.

Custom orders can take up to 6 to 8 weeks. However, if you require an item urgently Earth's Clay will endeavour to work with you to make that happen. There may be additional costs due to having to prioritise your piece of work over others. Earth's Clay will discuss this with you and provide a quote before an agreement is reached.

Earth's Clay uses Australian Post for shipping. Please note once your order has shipped, the timeframe is outside of our control, and we provide an estimate only. For further information on Australia Post shipping times, please visit <https://auspost.com.au/terms-conditions/general-terms-conditions>.