



STONE ART STUDIO

engraved keepsakes

Terms & Conditions

Production Timeline	Products are crafted within 10-15 business days from order receipt (or proof approval, if applicable).
Rush Production	Rush production can be requested for a 6 day turnaround (\$10) or 2 day turnaround (\$20).
Product Pickup	Finished products will be made available for pickup at Market Street Creative, 100 Lawson St., Torrington, CT. Custom shipping orders are available upon request.
Personal Paw/Baby Prints	Prints must be submitted with orders in jpg (preferred) or PDF format with height & width in inches. To ensure the best possible image, please outline the print completely with a black marker. Claws & nails are not included unless requested.
Image Setup	If Stone Art Studio does not have an image in our library that suits your needs, we can set up an image for an additional fee. Images must be provided in jpg format and carry rights for commercial use. The capability to transfer images will be dictated by intracy and file clarity.
Proofs	Proofs for extra large garden stones and large custom adair stones (8x16 or larger) are provided upon request at no additional cost. All other proofs incur a \$25 fee. Proofs are emailed approximately 3-5 business days within receipt of order. Revisions and approvals should be submitted to info@StoneArtStudio.com .
Design Capitalization & Layout	Order submissions must indicate inscription capitalization (design text as entered OR Stone Art Studio artist recommended) and any layout requirements. Orders that do not specify these design details will be designed according to our designers' individual descretions.
Urns	<p>Urns are available for an additional fee for all products except small garden stones and brick pavers. Select urn size at time of purchase according to your pet's weight.:</p> <p>Small: 1-29 lbs. Medium: 30-80 lbs. Large: 80+ lbs.</p> <p>Urn rocks arrive with sealant and brush to ensure air tight and water tight protection for cremains.</p>
Damaged or Incorrect Product	<p>Claims for damaged or incorrect products must be submitted within 5 business days of pickup for replacement at no cost. Due to the natural variations in stone & rock, Stone Art Studio is not responsible for dissatisfaction due to size, shape, color or design layout.</p> <p>Please send photos of the damaged product, shipping label (if applicable) and any notable damage to the shipping box to info@StoneArtStudio.com</p>