

Kiln Cafe Customer Service Policy

At Kiln Cafe, we're passionate about providing a fun and welcoming space where creativity and great coffee come together. Our goal is to make every visit enjoyable, whether you're painting pottery, enjoying a drink, or celebrating a special occasion.

1. How It Works

Creating your own pottery masterpiece is simple and fun:

1. Choose a piece – Select from our wide variety of pre-fired bisque items.
2. Pay before painting – This helps us keep the process smooth for everyone.
3. Get creative! – Use our vibrant glazes to bring your design to life.
4. Leave it with us – We apply a clear glaze and fire your piece in our kiln.
5. Pick up your masterpiece – Your finished pottery will be ready in about two weeks.

2. Pottery Firing & Final Results

- Unique Outcomes – The magic of kiln firing means every piece turns out a little different! While we take great care in the glazing and firing process, results can vary, and we cannot guarantee exact colors, textures, or finishes.
- Damaged Pieces – If a piece is damaged in the kiln, we offer a discounted replacement on a similar bisque item to keep the creativity going.
- Handbuilt Pottery – For those creating hand-built clay pieces, please note that firing carries a higher risk. If a piece breaks in the kiln, we do not offer refunds or replacements, but we may provide a small discount on a future project at our discretion.

3. In-Store Breakage While Painting

- If a bisque item under \$12.00 breaks while painting, we will replace it free of charge.

- If a bisque item over \$12.00 breaks, it can be repurchased with an employee discount applied (approximately 18%).
- Employees and the studio manager have the discretion to offer credits or additional discounts beyond store policy, depending on the situation.

4. Party & Private Room Rentals

We love hosting groups and special events!

- Private party rooms are available for reservations, and a deposit may be required during peak times.
- If the studio isn't busy, we're happy to waive the rental fee to make it easier for you to celebrate with us.
- For larger events, full studio rentals are available – contact us to discuss details!

5. Pickup Policy

- We'll notify you when your pottery is ready for pickup (within about two weeks).
- Please collect your items within 30 days, as storage space is limited. After that time, unclaimed pieces may be donated or discarded.

6. Refunds & In-Store Credit

Because each piece is custom-painted and fired, all sales are final. However, we understand that unexpected situations can arise. In certain cases, we may offer in-store credit to be used toward a future visit. If you have any concerns, please speak with our team—we're happy to help!

7. Studio Etiquette

At Kiln Cafe, we are dedicated to providing a welcoming space that fosters creativity, collaboration, and relaxation. To maintain this atmosphere, we ask that all guests show respect for the space, our team, and fellow visitors.

We love welcoming children into our studio! To ensure a positive experience for everyone, we kindly ask that kids' energy remains at a manageable level. While we encourage fun and

exploration, please be mindful of noise and activities to maintain a peaceful environment.

We also strive to honor the schedule and ensure that all visitors have a great experience. The studio is often used for different events and group activities, and we aim to accommodate each unique need with care. Please help us maintain a harmonious balance by being considerate of others' space and time.

Together, we can create an enjoyable atmosphere for all and make every visit to Kiln Cafe a memorable one!

8. Have Questions?

We want every visit to Kiln Cafe to be a great one! If you have any questions or need assistance, don't hesitate to reach out—we're always happy to help