

Kiln Cafe Shipping Policy

At Kiln Cafe, we love seeing our customers pick up their finished pottery in person—it's the best way to ensure your piece gets home safely! While shipping is not a standard service we offer, we understand that sometimes special circumstances arise.

1. Shipping Availability

- We do not offer shipping as part of our regular services.
- In special cases, we can package and ship finished pottery upon request.

2. Shipping Costs & Fees

- Customers are responsible for all shipping costs.
- A \$12 service fee will be added for handling and packaging.
- We ship via standard carriers (Canada Post, UPS, etc.), and tracking may be available depending on the shipping method chosen.

3. Responsibility & Risk

- Once an item is shipped, we are not responsible for lost, delayed, or damaged pottery.
- Pottery is fragile, and while we take care to pack items securely, we cannot guarantee that they will arrive in perfect condition.
- For the safest option, we highly recommend in-store pickup whenever possible.

If you have a special request for shipping, just let us know! We're happy to help arrange it under these terms.