

GemstoneArtist.com Shipping Policy

1. Unless the client makes a special request, I will ship:
 - a. items totaling less than \$500 by insured Priority Mail; and
 - b. items totaling more than \$500 by Registered Priority Mail.

Values stated for shipping insurance purposes will reflect either reasonable client requests or my best guess at reasonable market value. This is not to be construed as an appraisal or as any guarantee of market price or insurable value.

2. The nature of my work involves extended travel to remote mines, to trade shows, and to teach Faceting Academy events. Even when in-town, I do not travel to the Post Office every day of every week. Please be aware that I will ship any items purchased ASAP, and I will endeavor to contact the customer about anticipated delays.
3. I always use the most secure shipping method, rather than the fastest or cheapest, but will defer to client wishes, provided they agree to:
 - a. accept all liability for loss or theft; and
 - b. pay any costs required for the extra shipping & handling.
4. I will NOT ship any item of any kind outside the United States until negotiable funds have cleared. If you live outside the U.S. and want to expedite shipping, please be prepared to transfer funds via Western Union or bank transfer, and I'll happily ship upon bank confirmation of funds.
5. For projects that are custom, or for pieces that must be assembled, I will quote an approximate shipping date. I make every effort to meet deadlines for events like holidays, anniversaries, birthdays, and weddings, and I will inform of any reasonably foreseeable delays. If you have a deadline, I recommend getting the marching orders (and any deposit) to me a minimum of 60 days in advance. For pieces that aren't working on a specific deadline, keep in mind that art is finished when it's finished, and until I notify you that it's "on the way", it's still "in progress". Remember that "date-specific" pieces like wedding sets, emergency repairs, (and anything for a U.S. soldier on active deployment) will always jump to the front of the line.