

EACH PIECE IS UNIQUE, WE MAKE THE SAME TYPOLOGIES, THE SAME FUNCTION OF YOUR SELECTION, BUT YOUR ORDER WILL NOT BE THE SAME AS THE PHOTO, AS IT'S HANDMADE AND A PART OF RESEARCH ON OBJECTS.

·CONDITION

Orders dispatched between 8 and 10 weeks after quotation validation. But we can talk about special deadlines.

Due to French legislation, FRANCE, EUROPE 20% VAT is apply. OVERSEAS No VAT.

If you are purchasing from a country whose borders charge duty to imported merchandise, you will be requested to pay for this import fee by the postal service, which then pays your government.

If the duty doesn't get paid, the piece will be shipped back to me. I can refund you for it only if it arrives safely- minus shipping costs - or send it back to you again, for a new shipping fee. Let's just hope this never happens :)

If the package is abandoned because duty is not accepted I am unable to refund you.

If the piece is returned damaged or broken I will not be able to refund you either.

You have your own shipping account and can schedule a pickup on your end? Please email me : lnlauth@gmail.com

· CARE

Due to the nature of stoneware and the eventual presence of various grog sizes in it, handmade ceramics can leave marks when on delicate surfaces - please choose those surfaces accordingly, or place a soft material like adhesive felt under your new piece.

Patina is encouraged on a piece, as its part of the beauty of ceramic world.

we are working with 4 different materials : earthenware, earthenware paper, porcelain, stoneware. Please note that's earthenware can be placed outside during cold weather

For specific questions, please write to : lnlauth@gmail.com

· SHIPPING POLICY - DIRECT SALES

For company shipping fees are on your end.

For direct client send me your delivery address by mail so I can give you a quote : lnlauth@gmail.com

I work with a specialized company, shipping fees depend to delivery address, the weight and the price of the piece.

Worldwide shipping available - insurance included.

· RETURNS POLICY

Commissioned pieces

If I commissioned a piece for you, I cannot take it back.

Regular pieces / digital sale

Returns has to be made within 15 days of receiving a piece.

If you wish to return a piece, it must be undamaged & unused. Refund is for the piece only, all shipping fees are on your end. Please email me at lnlauth@gmail.com prior to returning.

Regular pieces / studio, fair, event sale

The right to retract does not apply if you bought a piece at my studio or on any kind of physical, real life event such as a fair or exhibition.

Damaged/broken pieces

As every piece is one of a kind, damaged/broken goods situations are handled one by one. Please send a photo of the condition the piece arrived in, in its packaging, and any evidence of mishandling by the carrier, for insurance purposes. Claims must be made within 2 days of the package arriving.

Invoice infos

Kindly note that payment is due the day before shipment.

Payment link or invoice