

THINGS YOU SHOULD KNOW

The ornaments offered on this site are handcrafted.
All of the ornaments sold on our site are either Polymer Clay or Dough Art.
These ornaments are copyrighted and may not be reproduced.
The one's shown on the [Catalog/ShopCart](#) page are made of Polymer Clay.

We do not have a minimum order policy.
You may order from 1 to 100
but please do not ask for a price break on large quantities.
We are not wholesale business.

Sorry, but we cannot accept custom orders
(*i.e. color variations or additional family members*).
However, we do welcome your comments or requests
as it helps us select new designs for the future.

Taking good care of your ornament will prolong its life for many years.
While Polymer Clay is more durable than Dough Art,
we still recommend that you carefully wrap each ornament
in tissue and place it in a Ziploc baggie for storage.

PERSONALIZATION

All of the ornaments may be personalized **-FOR FREE.**

Please double check your spelling as you submit
the “personalization page” of your order.
We use a permanent ink which prevents corrections to errors.

Your order will be processed immediately upon receipt
so it is important to give us the exact wording
you wish to have printed on each ornament
as no changes can be made once we start the personalization process.

Ornaments may be ordered without personalization if you so desire.

Some personalization hints:

Don't know the spelling of each person's first name?

[*Use only the family name.*]

Some customers prefer to have "Alaska" and the year rather than a family name.

Baby ornaments can be personalized as:

- "Baby's 1st Christmas"
- "Chloe's 1st Christmas" and the year.

SHIPPING (*please see our catalog for this info*)

RETURNS OR DAMAGES

Your order will be carefully packed to guard against breakage during shipping.

We do encourage you to have your shipment insured so claims for damages may be filed with the U S Post Office.

Uninsured packages are at buyer's risk.

Because the ornaments are personalized, we cannot accept any returns or exchanges.

Misspelling on the ornament due to our error – it will be replaced.

Misspelling due to incorrect spelling on your order form – will not be replaced.

PRIVACY

You have our promise that your personal information will be not shared, sold or distributed to anyone

**THANK YOU FOR YOUR BUSINESS.
WE HOPE TO START A TRADITION WITH YOUR FAMILY
~ AN ORNAMENT EVERY YEAR FOR THE HOLIDAYS. ~**