



PROCESSING AND SHIPPING TIMES

Processing time for an item is the time from when you submit your order to when the item leaves the factory warehouse. Bear in mind that all of our items are individually hand thrown, molded or blown. The process begins within two days of order receipt and, depending on the complexity of the piece being produced, can take up to 15 days to complete the process. This includes time to form, finish, color, and package the item for delivery.

Shipping time is from when the item leaves the warehouse until it arrives at your door. Following is a diagram that presents a visual portrait of the overall process to produce and ship an item.

P PROJECT TIME LINE (in business days)

10 to 15	Production/Finishing/Packaging	10 to 15
2 to 5	Crossing into the USA	}
<u>3 to 7</u>	US Carrier Del'y to Destination	} 5 to 12
15 to 27	Total Project Time in Business ays	15 to 27

The **arrival date range** of each item is determined by adding the minimum of the processing time to the minimum of the shipping time and the maximums of the same activities. For example, if you place an order for a group of items and they take 15 business days for processing to become ready to ship to your store and you had it sent by Standard shipping (3 to 7 business days), the order would arrive in 19 to 27 business days.

We must mention that increased vigilance along the entire border may result in US Customs checks. These checks can delay our outbound shipments by another 3 to 5 business days. This does not occur often, but it does happen and should be planned in your timing requirements.

With these factors in mind, we suggest a lead time of at least 30 business days or six weeks which should be adequate. We often reduce this by 1/3, but for planning purposes, 6 weeks is our recommendation.

Shipping times apply to shipments in the continental United States.

Processing of Invoices, prepayments, Bills of Lading and all commercial requirements for each individual shipment begins when the shipment departs from the warehouse. This means that there could be a 12 business day enroute ship time for most US destinations.