

Terms and Conditions.

We/our relate to Marilyn Wheeler Ceramic Artist and you/your pertain to the purchasing customer.

This online shop uses a payment gateway called PayPal. The site is secure and easy to use and you do not need a PayPal account to use the PayPal system. Your card details are processed only for the purpose of fulfilling your order. At NO point will your details be shared with any third party. All prices on this site are in New Zealand dollars.

Delivery and Freight: Freight charges vary depending on the total value of your order. But the costs will be kept to a minimum. In saying that, all works are well packaged and insured for delivery. Despatch will be within 5 days of payment clearance. Please note that once you have received your order, should there be any problems, please contact us within 7 days on 021 169 3727. These products are made of Ceramic and can break or chip if handled roughly. If the packaging looks damaged when you receive it, we would ask that this is noted on any delivery docket you sign and that you take a photo of the packaging showing the damage. If the piece is broken, we require a photo to show the product is broken and we will either send a replacement or give you a full refund.

Lost deliveries: Our responsibility is to deliver the correct number of undamaged packages to the address supplied. Delivery will be verified by a record of delivery by the delivery company. This is not a person to person delivery. We are not liable for any lost items where the delivery records show the order has been delivered complete to the address supplied.

With any other returns, unless discussed, the cost and organising of the return is the responsibility of the customer as is the cost of packaging and freight for the exchange piece.

There is a pick-up option for customers who wish to visit the studio.

Dimensions: All measurements are approximate (as close as is possible) given in centimetres (cm) for height, width and when appropriate, depth.

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We endeavour to show and describe these artworks as accurately as possible, however all viewing platforms are different and colours may not always match completely.

Disclaimer: Our liability is limited to the terms and Conditions listed above except where required by law including Consumers Guarantees Act and the Fair Trading Act.