

RETURN & CANCELLATION POLICY

**CLAY IMPORTS DOES NOT ACCEPT RETURNS ON ANY OF OUR PRODUCTS.
PLEASE CONSIDER YOUR ORDER CAREFULLY AND VIEW SAMPLES PRIOR TO PURCHASE.**

All sales are final. Please review your order carefully as we do not accept any returns or exchanges on any of our products. Online orders can be cancelled 3 hours after receiving your confirmation email. To cancel your online order please email contact@clayimports.com. Please note that shipping charges cannot be refunded.

INCORRECT ITEMS:

If there are any discrepancies with your purchase, please contact your sales representative as soon as possible.

DAMAGED DELIVERIES:

Clay Imports uses third party shippers, if your order arrives and the packaging has been visibly and extensively damaged during transit, we recommend to reject this delivery and to have the delivery driver to notate on the shipping ticket with a description of the damage. **To submit a claim**, take pictures of the damaged shipment prior to unpacking the order, as well as any broken materials. Please reach out to your sales representative or email us at contact@clayimports.com with documentation as soon as possible so we may discuss replacement options.

Note: All Clay Imports products are quality controlled prior to shipping from Austin and our warehouse team takes extra precaution when packaging material for transit. Although we do not anticipate any material to arrive damaged, we recommend a 15%-20% overage to account for any breakage during transit.