



General Policies

We try to provide you with the best materials and products at a reasonable price. If anything purchased from Del Val Potters Supply is not satisfactory, please let us know. We can not right a wrong, if we do not know about it. We would be happy to provide you with technical assistance when needed.

We can not accept responsibility for variances in materials. Please test materials before using them.

Prices subject to change, without notice.

Ordering Instructions

Please give us time to get your order ready. We require 24 hours notice to assemble an order of 5 items or more. Please do not call at 4:00 P.M. to pick up an order for 20 items for the following morning.

We accept Cash, Checks, Mastercard, Visa, American Express, Discover and Debit cards.

We will be happy to take your order by phone, fax , mail or e-mail. When ordering with a credit card, please supply us with the card number and the expiration date. We do not keep credit card numbers on file.

All materials are sold FOB Wyndmoor, PA. That means you pay the shipping. If you want your order sent via UPS call us and we will estimate the shipping costs for you. We add a packing charge of \$ 2.00 per box to all shipments sent via UPS.

PA Customers please add 6% sales tax, or provide us with a signed exemption certificate, not just the number. We will keep your exemption certificate on file.

It is possible to establish a credit account at Del Val. Please call for details. You need to have a business and some proof that you are running a business. (An EIN or State tax number will do.) Terms are net 30 days with credit approval.

To Place an order call 215-233-0655 or fax 215-233-0496



Shipping Policies

We usually ship materials by UPS, Common Carrier or our own truck.

UPS has a maximum limit of 150# per package. A 50 # box of clay currently costs approximately \$ 15.00 to most locations. UPS delivers to your doorstep. If you order 250 # or more, we can send it by UPS hundred weight service. It is more cost effective. Call for a price quote on UPS shipments. The minimum cost for hundred weight service is \$ 55.00.

A common carrier handles shipments of larger quantities. This is a commercial trucking company. Trucking companies do not unload your shipment. **IT IS THE RECIPIENT'S RESPONSIBILITY TO UNLOAD THE SHIPMENT.** The freight charges are usually sent Collect. The driver will collect the freight charges when the materials are delivered. Shipping charges vary from carrier to carrier. The timing of deliveries is controlled by the carrier.

Delivery via our own truck is limited to a radius of 50 miles from our warehouse. The minimum delivery amount is 1000 lbs. The charge for delivery is \$ 100.00. The material is unloaded by hand. We will get the truck as close as possible to the final destination of the material. **We do not make inside deliveries.** We will try to time deliveries to meet your schedule, but please call in advance of when you would like your materials delivered



Return Policy

- We accept for return items that were purchased at Del Val Potter's Supply Co. only. A receipt is required.
- We will reimburse for the amount purchased including tax in the form the payment was made. (If you paid by check, you will receive a check for the return. If you paid by credit card, you will receive a credit to your credit card)
- We will accept most items for return within **90 days**. The item must be unopened or in new, unused condition. A receipt is required.
- No fired materials are returnable. This includes: shelves, posts, tile setters, bead trees and rods, stilts, kiln bricks, fiber and tiles.
- Books are returnable within 7 days and the return is conditional upon the book being in new condition so that it can be resold. Magazines are not returnable.
- Special order items that are ordered specifically for you can not be returned. This applies to equipment, glazes and other items as well.
- We do not take back chemicals that we weighed out for you. We will accept a return of a whole bag of materials, but it needs to be unopened and in the original manufacturer's bag.
- As per the glaze waiver, custom made glazes can not be returned.
- Equipment must be returned within 7 days of purchase. Kilns are not returnable. Potter's wheels, extruders, slab rollers and ware carts are returnable. The equipment must be in original condition and unused. This does not relate to any warranty on equipment.

