



Carved Metal Shipping and Custom Order Policies

Shipping Policies

When placing an order using the PayPal shopping cart system, shipping costs will automatically be calculated for addresses within the USA. International customers will have to email kroengarr for an invoice with the correct shipping cost.

All domestic orders are shipped using the United States Postal Service First Class Mail with insurance and delivery confirmation. The USPS requires a 30 day waiting period on insurance claims for lost packages. On the rare occasion that a package be lost in transit, we ask that the customer please be patient in the event that something gets lost. The USPS has had a great track record for us, having promptly delivered scores of our orders.

International orders are shipped using Global Priority Mail and cannot be insured or tracked.

Payment Policies

PayPal is the preferred method of payment but customers may also pay by check or money order. To pay by check or money order you must submit your order via email prior to mailing your payment. If you pay by check your order will ship after the check has cleared (3-7 business days.) Money orders will ship the next business day. Carved Metal does not accept cash.

Craftsmanship

All CarvedMetal merchandise is hand-created and hand-finished. The item you receive may contain very slight variations from the pictures posted in the gallery on the website. All items undergo a complete inspection for unsightly defects before they can be sold. All CarvedMetal by Kroengarr is created with care to last a lifetime and provide generations of enjoyment.

Refunds and Exchanges

Exchanges or Refunds will be given for the following reasons

- A package lost in shipping (package has not arrived after 30 days)
- The item is damaged
- The item is not the item you ordered
- The item has a defect that was overlooked during its quality inspection

Damages, incorrect orders, and defects must be reported to kroengarr@carvedmetal.com within seven (7) days of receiving the item. The defective item must be returned before a replacement or refund can be sent. Shipping costs for returns can be reimbursed.

Custom Order Timeline

- Customer contacts kroengarr by email with a custom order concept.
- Kroengarr responds with an estimate of what the total cost for the piece will be. This estimate will include the approximate cost of prototyping and the final unit cost of the item once it is complete. Costs for any gemstones to be included can also be provided. The prices given are estimates. The final cost may vary slightly.
- The customer tells Kroengarr to go ahead with the carving and prototyping. For this to begin immediately the customer will have to supply a design in the form of a drawing or some such similar graphic.
Before work begins on a prototype the customer must provide a nonrefundable \$25 deposit. This payment will be applied to the final cost of the piece.
- Within two weeks Kroengarr will email pictures of the finished prototype to the customer for approval before casting into metal. Reasonable changes to the design may still be made at this stage. Upon approval the remainder of the prototyping fee must be paid in full. The prototyping fee is dependant upon how complex the design is and how many hours it took to carve.
- Once the customer approves the prototype it can be cast as a metal piece. The piece is hand-finished and any appropriate gemstones are set into the piece at this stage. Pictures of the final piece are sent to the customer. This typically occurs 3-5 weeks after prototyping.
- The customer pays the final cost of the finished items and they are shipped out. The total turnaround time for custom orders is generally 5-7 weeks.

Intellectual Property Policy

All CarvedMetal custom designs remain the intellectual property of Kroengarr aka Nathan Maurer until the prototyping and final item fees are paid in full. If for any reason a customer fails to pay for a custom design during any stage of production, Kroengarr reserves the right to produce and sell any pieces that are cast from the design.

After a successful custom order transaction Kroengarr can retain the mold for the custom design should the customer ever wish to purchase more castings of the design. Alternatively, the mold can be sent to the customer. Castings of a custom design that has been paid in full will never be sold to anyone other than the original customer! CarvedMetal reserves the right to post pictures of custom designs in the “custom gallery” section of the website.

Kroengarr aka Nathan Maurer

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