



Our Returns & Refund Policy

We want you to love your painting experience and the finished masterpiece! Because every piece of pottery is a **custom-made, personalized item** finished by you, our policy covers faults in our service, not changes of heart on the design.

1. Studio Fee, Booking & Cancellations

All bookings made via SevenRooms require a **Studio Fee** to secure your table. This fee covers the cost of paints, glazing, firing, and the use of our equipment for your painting session. It secures your table and covers materials/firing regardless of pottery piece cost.

Timing	Policy	Details
Studio Fee	Booking	This fee is paid upon booking.
More than 48 hours notice	Reschedule or refund	We will gladly reschedule your session for a future date, and your Studio Fee will be transferred to the new booking. You can cancel up until 48 hours before booking and full refund will be paid.
Less than 48 hours notice	Loss of Fee	The Studio Fee is retained to cover the lost opportunity to rebook the table. No refund will be issued, and rescheduling requires a new Studio Fee.
Cancellation by us	Full Refund	If we must cancel your booking, you will receive a full refund including the Studio Fee, or the option to reschedule.

2. Issues with Finished Pottery (After Firing)

Once your pottery is left with us for glazing and firing, we treat it with the utmost care. Our refund and replacement guarantees are limited to issues arising from our process.

- **Faults Due to Firing:** If your item **cracks, breaks, or is substantially damaged** during the glazing or firing process due to a fault on our end, we will offer a **full refund for the cost of that pottery blank** or a **free replacement voucher** to paint a similar item. (The Studio Fee is not included in this refund as the service was still performed.)
- **Customer Design Issues:** We cannot offer a refund or replacement if the finished piece has aesthetic flaws resulting from how the paint was applied by the customer (e.g., uneven finish, colour run, or excess paint application).
- **Change of Mind:** As your finished pottery is a unique, **personalized creation**, we are **unable to offer a refund or exchange** simply if you change your mind about the colours, design, or shape after it has been fired.

3. Gift Vouchers

Our gift vouchers are the perfect present and are redeemable only **in-store** against the Studio Fee, pottery, and any other available goods or services.

- **Validity:** All vouchers are valid for **12 months** from the date of purchase. The expiry date is printed clearly on the voucher.
- **Non-Refundable:** Gift vouchers are **non-refundable** and cannot be exchanged for cash, either in full or in part.
- **Lost Vouchers:** We are not responsible for lost, stolen, or destroyed gift vouchers. We cannot replace them without proof of purchase and a valid voucher code.

4. Collection and Breakages

- **During Painting:** Any breakage of blank pottery caused by the customer during the session must be **paid for** before leaving the studio.



- **Collection:** All finished items must be **collected within 3 weeks** of receiving your collection notification. Items left uncollected after this period will be disposed of due to storage limitations.
- **After Collection:** Please inspect your pottery carefully upon collection. Once the item has **left the premises**, we are no longer responsible for any chips, breakages, or damages.