

HOW TO USE CERAMICS

It would be better to use ceramics items as flowerpot holders because, as time goes by, some of the acid substances and minerals of the fertilizers could come out of the enamel; these substances can be easily removed and do not damage ceramics. Notwithstanding the enamelling and the inner waterproofing, we cannot guarantee a perfect watertight seal. If the vases are placed on parquets or moquettes, we suggest you to lift them up from the floor in order to avoid condensates. All our items are handmade, therefore their sizes and weights could vary from the ones in our website. Notwithstanding the skilled hand of the decorator, slight differences can be found either in the colours (these can vary on the grounds of the temperature of the backing) or in the decorations (handmade). All the decorations are created respecting the proportions and in harmony with the shape of the items and they can, therefore, vary. This could not be object of controversy. All the vases, if not requested at the moment of the purchase, do not have draining holes. Ceramics could be damaged by low temperatures, if they go under 5° Centigrades; that is why they must be kept indoor, in order to avoid cracks in the enamel. Should any of the above problems occur, we decline all responsibility. The place of jurisdiction is Montepulciano (Siena).

SHIPMENT

We can ship all over the world, either single items (wooden or cardboard boxes) or groupages (wooden boxes only). Our goods are always insured. We suggest you to accept the shipment with reservations, filling in the sample sheet at the moment of the delivery. Once you receive the goods, check it in order to avoid any problem. In case of cracks, you are kindly requested to contact us within 7 days (fax number 0039 0578 748602 or e-mail csp@sbarluzzi.com) and also the shipper. This is the only way to have the goods repaid. You are also requested to send us, via e-mail csp@sbarluzzi.com or first class mail, some pictures showing the damaged items, so that the insurance can examine them and refund you. The damaged items must be kept, until the insurance procedure starts and you receive a written consent. For purchases outside the European Community, the invoice will not be taxed, according to the law n. 8, paragraph 1, decree by the President of the Republic 633/72); the customer will be charged with the customs duties and VAT of his country.

HOW TO ORDER/HAVE AN ESTIMATE

For the vases:

n.1 - Choose the article. Example: ART. 7

n.2 - Choose the size of the vase. Example: (45 x 45 x 45 h)

n.3 - Choose the collection and/or decoration. Example: Collection 10 "La Pieve", decoration: fruit, white background.

The vase you chose is the following: ART. 745/10

n.4 - Send your request filling in the estimate sheet you find in "contact us" or via e-mail: csp@sbarluzzi.com, or fax 0039 0578 748602. Please write your name, address and telephone number. As we receive your request, we will send you an estimate with the information you need. We remind you that all the decorations samples you can see in the Internet can be reproduced to decorate every kind of vase and/or item. It is also possible to personalize colours, signs and/or create new decorations.

Stefano Sbarluzzi
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