



Rhythm of Blue's frequently asked questions

Q: Can some products be used outdoors?

A: The pottery we sell is for decorative accessories. We recommend using the product indoors or under cover. If you choose to display the pottery outdoors it must be protected against freezing. Clay is porous and will therefore soak up water, causing salt to appear on the surface, changing the appearance. In some cases this can further enhance the piece, adding to the individuality and uniqueness of the object. For the more detailed designed pieces, direct exposure to the elements is not recommended.

Q: Will the vases hold water?

A: No, the clay accents are not for wet arrangements. Do not fill with water. The vases must be inserted. Many users find bud vases, glass containers, or even discarded fruit jars adequate as inserts when using the Rhythm of Blue pieces for live arrangements.

Q: What processes are used in making and finishing the items?

A: Almost 95 % of the product is hand thrown by our in house potters on European kick wheels that are powered solely by the foot motion of the potter. All raw clay is mixed by hand and foot rather than machines. A tender hand wedges the clay for each potter. We truly believe that the best artistic pieces still come from the oldest processing techniques and methods. Those 5% that are not hand thrown are hand molded from original sculptures of the piece using the same hand and foot mixed clay. All clay is carefully rotated and rack dried before being fired to a temperature sufficient to turn the grayest rack dried clay into pink (terra cotta) completely throughout. The pieces are then designed using Nancy Nicholson's style which she has developed over the past twenty years and has personally trained her Mexican colleagues to execute to her standard. The design process involves Faux painting and dying, and finished with either a matte lacquer or the ancient technique of burnishing to a glossy finish.

Q: What is the lead-time for orders?

A: Most frequently, the customer will receive their shipment 4 to 6 weeks from the order date, but please place "Rush" on special projects and we'll do all we can to meet your requirements.

Q: Whom do I contact for customer service or to check on an order?

A: Email: nancy@rhythmofblue.com
Fax: 1-305-397-2699
Phone VOiP Direct: 1-305-407-8574

Q: What are the freight charges for a normal shipment and where is the shipping point?

A: Rhythm of Blue ships all orders by common carrier. Freight is guaranteed not to exceed 15% for prepaid orders of \$500 and greater and 10% on prepaid orders of \$1,000. Prepaid orders over \$1500 per drop are shipped freight free. This guaranteed rate does not apply to residential drop shipments, lift gate, or inside delivery. The FOB shipping point is Laredo, TX. All term orders are shipped freight collect.

Q: What if I have claims?

A: Our procedures on claims are fairly standard. Damages should be reported immediately to the Carrier. Normally, you will have no claim if you fail to report concealed damages within 10 days, and you should save the carton(s) and damaged item(s) for inspection.

Report all claims by email nancy@rhythmofblue or fax the claim with all information to us and we WILL respond. Please be sure to leave your fax number if you call. Customers may receive a questionnaire form letter by email or fax as part of the processing procedures and to help us prevent possible future problems with shipment. These forms, when received, must be returned for credit and/or to assist in the claim process.

Q: What is the minimum order/reorder?

A: There is no minimum, but be mindful of freight cost. Since all orders are common carrier it is not practical to order less than \$500 of product.

