

DAVENS CUSTOM GLAZE POLICY

Davens will weigh custom glazes for our customers for a fee plus the cost of chemicals. Please email your requests to davens@davensceramiccenter.com we will respond with any questions.

- Each recipe will incur a fee in addition to chemical costs.
0-25# = \$10 Fee 25-50# = \$20 Fee 50-75# = \$30 Fee
- **Recipes are the responsibility of the customer.** We do not save, store, or keep copies. A repeat of a previous glaze is treated as a brand new order and we will need the recipe submitted again
- **Calculations & conversions are the responsibility of the customer.** Any recipe submitted in grams must also be converted to pounds prior to mixing. Please indicate the unit of measurement on your recipes
- **Custom glaze orders must be received in writing** via fax, email, or in person
- **Recipes are not weighed on Saturdays.** Once the recipe is received and approved, the standard turnaround time is 24-48 business hours (weekends are not included). Times will vary depending on chemical availability, previous orders, and the number and size of the recipes. Davens is open Monday, Wednesday, and Friday from 9:00-5:30PM and Saturday from 10:00-3:00PM.
- **Credit card information must be given with the order.** Davens **will not** weigh recipes without credit card information. Once the glazes are weighed up the credit card will be run. No refunds or exchanges will be given for custom orders
- **Davens does not add water, mix, or sieve the recipes**