

Pottery Works Return Policy

We take great pride in the quality and craftsmanship of our products. However if for any reason you are not satisfied with your selection, you can return the unused product in it's original packaging within 30 days of receipt and we will issue a full refund, plus any applicable sales tax. This rule applies to all products unless otherwise stated.

If you need to return an item please contact our customer service team immediately so that we can provide you with a RMA (Return Material Authorization) number. Once you receive this number you can ship items back to:

POTTERY WORKS
2098 Harvest Road Ste F-1300
San Diego, CA 92154

Please note that buyer's responsible for return shipping and first postage cost, however, if the return is the result of our error, you will not be responsible for return shipping costs. Refunds will usually take place within 7-10 business days after return of merchandise.

We highly recommend that you insure all returned items as refunds will not be issued for items damaged or lost during the return process.

Cancellations outside the specified time frame or returns not related to damaged items may incur in a 20% restocking fee.

Special orders and internationally shipped items are non-returnable.