

All of Rita's pottery is handmade and every piece crafted is one of a kind. We celebrate the slight variations in size, glaze and design that are inherent in handmade objects.

CARE

Rita's pottery is made of mid-fire porcelain, and finished with leadfree, cadmium free food-safe glazes. Pieces are dishwasher and microwave safe, although for larger serving pieces, handwashing is recommended.

To bake in your pottery, place the food in the dish and place the filled dish in the COLD oven. Preheat the oven up to 400F with the dish in the oven.

SHIPPING

All shop items are shipped via UPS or USPS within 3-5 days of purchase. Custom orders can take 6-8 weeks, or more. Pottery is packaged for shipping and insurance is included. You will receive tracking information within 24 hours of shipping. Should your piece(s) arrive damaged, please contact me within 7 days and send me a photo of the broken pottery and damaged packaging (ritajvali@gmail.com). Every effort will be made to replace it with a similar item of equal value.

If you are overcharged for shipping (which can occur when you order multiple items), you will be issued a refund for the overage.

We are not responsible for lost or abandoned packages that are delivered. If your package is stolen or lost, refunds will not be provided. Please ensure a secure shipping location is provided during checkout.

EXCHANGES

If you are unhappy with your purchase, you must notify us of your intent to exchange your item within 7 days of receiving it. We offer exchanges and store credit, less shipping cost, upon return of the item.

Items must be unused, and returned in the original packaging. The buyer is responsible return shipping and any damage incurred during return shipment.

We do not accept returns.