



Cancelation, Return Policy

We have a No Return, No Refund Policy

As stated and agreed to in the final checkout process, on all custom quotes and order confirmations:

Orders may be canceled, and a refund will be given, **ONLY within the first 24 business-day hours of placing your order.**

Why?

First and foremost because each and every product we create is **custom made to order**. Nothing is Stock. This is because there are limitless size, effect and background combinations. With all the options and possible combination scenarios, it's virtually impossible to stock any one of our products, in any form.

Second, because when we receive an order, we immediately get to work to fulfill your order as quickly as possible, within the estimated time frame we've given you. **Materials such as glass, hardware and the door frame, are in nearly all cases ordered the same day you place your order**, or the following day. We BUY the glass, and sandblast your artwork on it. We do not MAKE glass. Our glass vendors have a no refund policy for all glass ordered. Period. (Again, each piece of glass is custom-cut to order by the glass manufacturer, per piece). Our door manufacturers give us a 48 hour window to change or cancel an order. Hence, we allow a 24 hour window from our customers, because we only have 48 hours to notify our vendor to avoid charges. Depending on the design and the effect you've chosen, we also immediately get to work on your **drawing**. The very first thing we do, once materials are ordered, is create the scale drawing we need to create the stencil we use to mask the glass, to sandblast your art. All this happens immediately, in many cases the very same day, or the next.