

FAQ s – Frequently Asked Questions:

Q: Why are some of the old standards marked as special order ?

A: Those products just don't sell as well as the new products Like ZEN and FUSE. But we know that some artists love them and we didn't want to cut anyone off from their favorite. And so we will continue to offer them as special order to accommodate this issue. Just be aware that out-of-stock means we'll have to do it custom for you.

Q: How do I pay? What forms of payment do you accept?

A: First time customers are sometimes baffled by our simple order system. We use PayPal because of its speed, reliability, security, and ease. And our invoice system does NOT require you to have a PayPal account. PayPal invoices can also be paid with major credit cards, bank drafts, etc. We will accept checks and money orders mailed to our PO Box but remember that these methods will slow down the amount of time it just to get your order started. We'll have to exchange email to approve and will have to wait for funds to clear.

Q: I don't see a place on the order form, where do I enter my credit cards information?

A: We NEVER ask for your credit card information and if ANYONE asks it from you in the form of email DO NOT ever give it out! We use an invoicing system which has several advantages for you! You don't pay until we've reviewed your order, established the shipping costs, and sent you an invoice. This means that you're out of money for longer than necessary if we are out of stock. It also means that PayPal's security system is in place and we don't have to worry about the security of YOUR credit card information.

Q: How much does it cost to ship to me?

A: Here is the latest info (subject to charge without notice without our control): Please note that we do not charge additional fees for packaging or shipping and all the fees you see below appear on the invoice we send you as shipping charges (though some may not be itemized). It is our experience and firm opinion that USPS offers the best combination of speed vs. costs.

Here's what USPS quotes as of 1/26/2009

http://www.usps.com/tools/calculatepostage/welcome.htm?from=home_header&page=calculatepostage

USPS Package#	MAX . Weight (must be 1 type)	United States	Canada & Mexico	All others
FRE	1 lb	\$4.95	\$10.95	\$12.95
FRSP	10 lbs	\$10.35	\$25.95	\$41.95
FRLP	18 lbs	\$13.95	\$32.95	\$53.95

Please note that if your credit card or bank transfer is made in currencies other than USD (this means almost all outside US), we have to pay an additional currency exchange fee. This is a change that is beyond whether US dollar is weak or strong, which is our problem not yours. Even though this fee is actually value based, we have decided to charge a flat fee of \$1.50 USD . Sometimes we'll lose a few pennies, sometimes we make an additional few pennies. The important thing for you to know is that we're not charging you extra bucks just to hide profit!

Q: Can you track shipments in the US?

A: Priority can only confirm 2 things (with paid confirmation, \$.60 extra) : 1) That the package has left our address and 2) That it has arrived at your address. We can not trace in between. But so far out of Hundreds upon Hundreds of shipments I believe they have only "lost" 1 package due to their mistake. But confirmation is well worth the \$.60 in terms of knowing that your package may be sitting at your post office.

Q: Can you track International shipments ?

A: International shipments use a unique serial number assigned to each form and while we can provide that number, it can do little to trace the shipment as it moves. We know that on boxes, it can help your postmaster identify your package once it is received in your country. On the 1 pound and less sent in envelopes it may help inside your country, but know it is of little help from here in the US. We know that other transportation provides better tracking and you can get the quotes on-line.... It will probably stun you as much as it does us... unless you're "dripping rich" at which point none of this matter anyway!

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Q: Can you make the Customs documents favor me in terms of what import duties I might pay?

A: No... Sorry... and here's why: We know that some of our international community gets hit with additional fees imposed by their own country's import duties, tariffs, taxes etc. Please understand that there is nothing we can really do about it. We use the best fit harmonized code of 3407 00 00 which is relatively low in most countries. The ONE thing that the US government demands (with threat of long jail terms for mail fraud) is absolute honesty on the Exportation Documents. This means reporting contents and their value to the best of our abilities. Additionally, most countries track 4 things :

1) Who sent it? 2) Who is receiving it? 3) What does it weigh? and 4) What is the value?

As you can see, since we sell by the pound, have a website , and we have made many shipments (probably to your country) , fraudulent claims would be a big mistake. Besides being easy to detect, both electronically and physically, it would put us and you at risk.... our business, our personal lives, all our customers in any given country, and possibly our family lives. We love our customers, but as you can see, we have no choice but to be professional and honest to the point of losing a sale. We just have to be that way, even if it is an old friend and his birthday J !!!

Lastly please note that if your credit card or bank transfer is made in currencies other than USD (this means almost all outside US), we have to pay an additional currency exchange fee. This is a charge that is beyond whether US dollar is weak or strong, which is our problem not yours. Even though this fee is actually value based, we have decided to charge a flat fee of \$1.50 USD . Sometimes we'll lose a few pennies, sometimes we make an additional few pennies. The important thing for you to know is that we're not charging you extra bucks just to hide profit!

Q: Wow... you offer too many to choose from! Can you just mail me a free sample of them all?

A: We'd love to be a big and profitable enough company to say "Sure, no problem". But the reality is that Jake and I are 2 guys with day jobs and family... and we each work out of our home-based shops. And only experience will show you the effort and cost that packaging and labeling requires, not to mention that the product costs us real money... and so does packaging... and the cost of mail. But to make it possible for you to try before spending big bucks, we do offer ¼ pound samples for sale... and at prices that are very low risk. See our on-line catalog for details.

Q: I use "Brand C" and what to know if your products are like "Brand C" ?

A: Sorry... while not everyone agrees, many artists find our products are better than Brand C... and we agree with those wonderfully smart and honest artists. ;-)

Q: Can you recommend what you think is your best product ?

A: Everyone has their favorite And I personally use several for different purposes. But if you made me pick MY personal all around favorite, I'd have to say "Gray ZEN". It is a very versatile wax and easy to use wax that allows so many techniques.

Q: I keep getting your voice mail when I call ?

A: Sorry...We are a very small operation and we both (2 persons) have day jobs. Until we're able to afford a receptionist or do this full time , then we'll be hard to track down by phone. Emails and text messages are by far the quickest way to communicate to us, but we'll do our best to return messages as quickly as we can.

Q: I placed my order 15 minutes ago, but still have not received an invoice ?

A: Please understand that your order will be filled in the order it is received, but also know that it may be number 10 in line. Invoices are usually sent with a day or 2, but work load could mean it will take longer.

Q: I paid my invoice yesterday , but still have not received a box?

A: We usually ship twice a week. If you've paid the invoice, your box will ship on the next ship day.