

ClayPeople Returns and Exchanges

- Returns and exchanges are accepted for most items purchased within 60 days with receipt. Items must be unused and undamaged for a refund.
- All shipping, handling, delivery and labor fees are non-refundable.
- Clay returns or exchanges of 250 lbs. or more are subject to a 20% restocking fee.
- Returns will NOT be accepted for:
 - Partially used items
 - Special order items
 - Equipment (kilns, wheels, slab rollers, etc.)
 - Raw materials, use or unused.
- If your item arrives defective or incorrect, we'll email you a prepaid return label at no cost to you.
 - For all other returns (e.g., change of mind, wrong size item), a shipping fee will be deducted from your refund. Alternatively, you're welcome to use your own shipping method — just make sure the package includes your order number.
- To return an online order, you may bring the item into the store or send us an email at people@claypeople.net to start the return process.