

ClayPeople Shipping Policy

Thank you for visiting and shopping at ClayPeople!

You will receive an email update with your tracking number once your order has shipped!

Delivery Times

All orders are processed within 7 days of the order date. Orders are not shipped on Sundays or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Additionally, nationwide and global shipping delays (such as those caused by holiday volumes or inclement weather conditions) may have an impact on your estimated delivery date.

*Service is subject to shipping delays. Delivery times are estimates and not guarantees. Our store is not liable for any delays that may occur once your order has been shipped.

Tracking Your Order

Once your order label has been created, you will receive a tracking email within 24 hours.

Please allow the carrier up to 48 hours to reflect updates on their tracking page.

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.

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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.

Damaged Orders

If you received your order damaged, or if the order appears to be lost during shipping, always contact ClayPeople first. Do not attempt to file a claim with the carrier yourself. ClayPeople will file a claim on your behalf, and a refund or replacement may be issued pending your cooperation during the claim process.

If your order arrives damaged, take a photo of all packing materials and damaged goods for claim evidence purposes. Notice of damage must be provided within 15 days of delivery.

Photos of damaged items and both inner and outer packaging will be required when disclosing damage. Additional photos may be required throughout the claims process and are your responsibility, as the recipient, to provide them.

Do not release any products or packaging to any other entity, including the carrier, repair estimate facilitator, etc. before consulting with ClayPeople. Doing so may risk invalidating the claim in progress and your ability to receive compensation for the lost or damaged item.

Missing Orders

If your order shows as delivered but you haven't received it, please follow these steps before contacting us:

1. Check around your delivery location, including porches, side doors, mailrooms, and with neighbors or household members.

2. Verify that the shipping address on your order confirmation is correct. 3. Allow up to 48 hours after the "delivered" status, as carriers occasionally scan packages before final drop-off.

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If your package is still missing after 48 hours:

Contact us at people@claypeople.net with your order number. We'll file a claim with the carrier and work with you on a resolution, which may include a replacement or refund.

Once your insurance claim is approved, we will send out a replacement order.

Please note:

- For high-value orders or repeated missing-package claims, we may request additional verification (such as a signed affidavit or police report) before processing a resolution.
- We are not responsible for stolen packages

Package Marked "Picked Up" But Not Received

If your tracking shows the package was picked up at a post office, but you did not receive it, this may be due to a scanning error, a package sitting at a different facility than expected, or in rare cases, an unauthorized pickup.

Before contacting us, please:

1. Check with others at your address who may have picked it up.
2. Visit your local post office in person with your tracking number — staff can often access more detail than what's shown online.
3. File a Missing Mail Search Request at [usps.com/help/missing-mail] using your tracking number.

If the package still cannot be located after 3 business days

Contact us at people@claypeople.net with your order number, and we'll work with you on a resolution, which may include a replacement or refund. As with other missing delivery claims, we may request documentation (such as a USPS case number or police report for suspected theft) before processing.

Invalid Address/Return to Sender

If the shipping address provided at checkout was incorrect or incomplete, we're unable to offer a refund or replacement, but we're happy to help you reorder. If the package is returned to us, we will contact you for address verification. If you do not respond with the correct address within one week, we will cancel your order. Orders returned due to an invalid address may be subject to a restocking fee.

To re-ship your order to a corrected address, we will charge an additional shipping fee.

Return Due to Building/Delivery Restrictions

Some buildings or delivery locations have restrictions that carriers cannot always account for in advance — for example, no package deliveries accepted on certain days, closed loading docks, gated access requiring a code, or front desks that refuse packages after a certain time. If a carrier is unable to complete delivery due to a restriction at the destination, the package may be returned to us as undeliverable.

We recommend including delivery notes at checkout (e.g., access codes, preferred delivery days, or "leave with concierge") to help carriers navigate building-specific requirements.

If a restriction is known in advance and not noted at checkout, standard reshipping fees may apply.

Undeliverable Due to Non-Pickup at Post Office

If your package requires an in-person pickup at your local post office (for example, due to a signature requirement or delivery to a PO Box/General Delivery address) and is not collected within the carrier's holding period, it will be returned to us as undeliverable.

In this case:

- The customer is responsible for the original shipping cost, which will not be refunded.
- We will notify you by email once the returned package is received back at our facility.
- You may request that we re-ship the order to a corrected address for an additional

shipping fee.

To avoid this:

- Watch for pickup notifications from USPS (left at your address or sent via text/email if you opted in).
- Packages are typically held for [15 business days] before being returned to the sender — please retrieve your package promptly.
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Customs, Duties, and Import Taxes

All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Contact us

If you have any questions or concerns regarding your order, feel free to contact us!

Phone: (519) 236-1493 Email: People@claypeople.net