



Answers to the Most Frequently Asked Questions About Christmas Orders

Thank you for considering Hadley Pottery for your 2014 gift-giving. We want to exceed your expectations for service. Every piece of Hadley Pottery is made and painted by hand exactly as it was in 1940 when the company began, but we understand that much has changed since then in terms of how you expect to order and receive your one-of-a-kind pieces! We are constantly working to create a better marriage between our old-fashioned production process and modern-day online ordering.

Q: When is the last day to order regular (non-personalized) stoneware for Christmas?

A: The deadline for ordering non-personalized pieces was Wednesday, December 10, 2014.

Q: If I place an order for stoneware after 12/10, when will I receive it?

A: Hadley Pottery's published lead time for stoneware is 3-4 weeks. Items ordered after 12/10/14 will ship within that window and will not arrive in time for Christmas.

Q: When is the last day to order personalized Hadley Pottery if I want it in time for Christmas?

A: The last day to order personalized pieces is Thursday, November 20, 2014.

Q: These dates seem early compared to other companies and websites. Why is that?

A: One of the things that makes Hadley Pottery such a unique and treasured gift is that every piece is made and painted completely by hand. While we do keep an inventory of many of our pieces, it's quite possible that we will create your piece when you order it. The process of making, painting, and firing your pottery can take 2-3 weeks (personalized pieces take the longest), and depending upon where you live, shipping from our pottery in Louisville adds additional time. In addition, holiday shipping times with UPS are longer, which means we have to set an early deadline to ensure we get your pieces to you in time for the big day.

Q: Will any items be available for last-minute gift giving after the 10th?

A: Our goal is to have a number of popular pieces available for purchase after the December 10th deadline, but what those items are and how many depends entirely on our sales leading up to the 10th. If we do have select items in-stock and can

extend the order deadline for those items, we definitely will, and we will announce that on our website, on Facebook, and via email to our customers. In addition, you can order Hadley Pottery Gift Certificates through 12/17 and have them by Christmas, and you can order a Hadley Pottery Email Gift Voucher on Christmas morning to have it delivered to her Inbox!

Q: How can I be sure that my order will arrive by Christmas?

A: If you order on or before our deadlines (11/20 for personalized, 12/10 for non-personalized pieces) you should expect to have your items before Christmas Day. If there is any issue with one or more of the items in your order and we feel that Christmas delivery is at risk, we will call and email you to discuss possible options for your order (substituting another item, canceling all or part of your order, accepting the item late, etc.)

Q: Will I receive a shipping confirmation when my order ships?

A: Yes, we do email shipping confirmations from UPS when orders ship. The email you receive will come from UPS, not Hadley Pottery, so be on the lookout for their email.

Q: Will all of my items ship together?

A: We try to ship orders in a single shipment, however, in an effort to get holiday purchases to you as quickly as possible, we MAY ship the items we have on-hand to you right away and then send a second package with any items we have to make for you. If this happens, there will be a note in your shipment explaining that your shipment has been split. There will be no additional shipping cost to you for these split shipments.

Q: Can I call the factory to check on the status of my order and to find out exactly when I'll have it?

A: We always love to hear from our customers! That said, we are a small company with a limited staff, and Christmas is our busiest time of year, requiring extra effort on the part of our team to make pottery, assemble orders, and get everything shipped. If you have a specific question, we do accept phone calls, but we would prefer that you email us at info@hadleypottery.com. We respond to all emails within 2 business days (often sooner). If you don't hear back from us immediately, it's because we are checking on your order, which could involve multiple steps, since it could be in the process of being made, painted, fired, or packed for shipment. Please don't send multiple emails during the 2-day response window, as it slows down our response times for all of our customers.