All of our products are made in Mexico, no exceptions. Some items are assembled in the USA

ALL PACKING MATERIALS AND ORIGINAL BOX MUST BE KEPT DURING THE INSPECTION PROCESS. DAMAGED ITEMS MUST BE REPACKED AND PLACED BACK IN THEIR ORIGINAL PACKAGING IN ORDER TO RETURN THE ITEM. RETURNS MAY NOT BE ACCEPTED BY US (ARTISANS'S GALLERY) IF THE ORIGINAL PACKAGING AND BOX ARE NOT USED.

DAMAGES MUST BE REPORTED WITHIN 7 DAYS OF RECEIPT OF PACKAGE TO BE CONSIDERED FOR RETURN OR REPLACEMENT

Artisan's Gallery does not hold a UL certification. Therefore, all electrical items do not have a UL certification. We use UL certified parts that are purchased from the following companies: Classic Lamp Parts, Weico and Texas Lamp Parts. No Grounds are provided. Questions regarding hard wiring of any item should be directed to an electrician.

1 SHADES

All pyramid / traditional shades are 11" tall approx. The diameter at the bottom of the shade is listed within the item code. The opening at the top varies between 4-5".

Cylinder shades have the same top and bottom diameters. We offer 3 sizes of Cylinder shades. 8", 15" and 22". Cylinder shades are 13" in height for the 8" and 11" in height for the 15 and 22 inch.

Shades are rawhide from cows.
Cows are not perfect and will have natural markings/veining etc. Which include rough patches, lighter patches, darker patches, uneven coloring in which the dye takes differently to the raw hide in various different parts of the shade.
Shades may have the brand of the ranch in which they came from.
Shades purchased separately cannot be matched.
Shades bought in multiples at the same time will have a better chance of matching each other but it is not guaranteed.
Shades are not perfectly flat and will have movement to them.
Shades exposed to moisture can change in shape and slightly warp
Shades exposed to constant sunlight, air conditioning, high heat or dry weather can warp and/or split/tear.
Shades can be maintained with hide oil or cream if so desired. Maintenance recommended in very dry weather or if placed near central air ventilation.
Shades are NOT WARRANTIED
All shades have been dyed

2 GL-030, GL-031 AND GL-035

Glass is sharp due to the nature of the crackle.
Wear protective gloves for sharp objects when handling the pendants. Do not use latex or medical gloves as they will provide NO protection.
Pendants come with a plug at the end. Canopy can be ordered if not included in your contract with AG
Can be hardwired by cutting off the plug at the end. Call your electrician.
Chain to extend the length can be purchased. Sold in 3' lengths

Clean with wet bristle brush for best results. DO NOT USE A CLOTH OR FIBROUS CLOTH
Hand Blown Glass – not perfect , will have imperfections. Recycled Glass used and may contain fragments of other colors or streaks of other colors.
Overall size may vary.
Recycled glass – not perfect – flaws- COLOR will vary (intensity of color from light to dark)
Clear glass may appear to have slight green/blue tint at concentrated parts due to the thickness and nature of glass.
Standard medium base socket.
Tubular, appliance or regular bulb may be required.
Rated up to 100 watts but not recommended. 40-60 watt recommended. INDOOR USE ONLY.

3 Crackled Amber, Clear, Red and Turquoise Triangles used in GL004,GL-005, GL-010, GL-011

Hand Blown and Recycled Glass – not perfect, may have imperfections
all glass triangles have variances in color saturation, size, top opening and sharpness. Glass is not perfect in dimension and can have movement in the glass itself. The glass may not be perfectly straight and or symmetrical. All glass is hand blown and hand cut at the bottom. Bottom cuts vary and may have slight chips in the glass which is acceptable and not defective. We cannot guarantee matches with replacements. If two items are purchased at the same time, we can do our best to match the color.

Lighting Instructions: 1. Make sure the lamp is not plugged into the electrical socket. 2. Do not remove glass from the base if not necessary. 3. Reach down inside the glass to twist the candelabra bulb into socket. 4. Plug into wall socket. 5. If the cable has a toggle switch, toggle to turn on the lamp.

Candelabra socket – any hardware DYI store has them
Toggle switch included on GL-005 only
Rated up to 75 watt. 15-40 watt recommended: INDOOR USE ONLY

GL-010 AND GL-011 SERIES- NO TOGGLE OR FOOT PEDAL INCLUDED – must be purchased separately

4. Titan Painted Glass Series Triangle Glass for GL-004,GL-005,GL-010, GL-011 ***IMPORTANT NOTICE* This does not apply to Sergio Bueno Glass.**

GLASS TRIANGLES are painted. The paint is hand painted on the outside of the glass. The paint can scratch. Do not remove glass from the base if not necessary. If glass is removed from the base, the glass may be scratched. We recommend using clear plastic pads on each side of the interior top corner of the base.

Hand Blown and Recycled Glass – not perfect, may have imperfections
all glass triangles have variances in color saturation, size, and top opening. Glass is not perfect in dimension and can have movement in the glass itself. The glass may not be perfectly straight and or symmetrical. All glass is hand blown and hand cut at the bottom. Bottom cuts vary and may have slight chips in the glass which is acceptable and not defective. We cannot guarantee matches with replacements. If two items are purchased at the same time, we can do our best to match the color.
INDOOR USE ONLY
Lighting Instructions: 1. Make sure the lamp is not plugged into the electrical socket. 2. Do not remove glass from the base if not necessary. 3. Reach down inside the glass to twist the candelabra bulb into socket. 4. Plug into wall socket. 5. If the cable has a toggle switch, toggle to turn on the lamp.
Color can fade if left in direct sunlight.

5. Sergio Bueno Painted Items: Cones, Triangles and Cylinders: Made from recycled glass. Each piece of glass is put through a special process. Gold and Silver leaf is applied and then Hand painted. The paint will not

scratch and glass that is not cut can hold water. If left in sunlight, the color will fade and mute. Indoor only and away from direct sunlight. To clean, use damp cloth with diluted windex or the like.

6. Frosted Triangle Glass: used in GL-010
Frosted glass is frosted in house and can scratch off. Cleaning this glass requires a non-abrasive and very soft cloth. Absolutely no detergent or chemicals can be used. Only slightly damp soft cloth is acceptable. Scratches on glass will not be deemed defective.
Glass is Handle Blown and Recycled. Has all the same variances as the crackled glass except for the sharpness of the glass. INDOOR USE ONLY

Lighting Instructions: 1. Make sure the lamp is not plugged into the electrical socket. 2. Do not remove glass from the base if not necessary. 3. Reach down inside the glass to twist the candelabra bulb into socket. 4. Plug into wall socket. 5. If the cable has a toggle switch, toggle to turn on the lamp.

7. GLASS TEAR DROPS: used in products such as but not limited to: ATE-080, ATE-001,AD-001, TB-AW5, TB-WCH6G, AD-097,AD098,ADG-001,AD-ANG and many other items……
Glass tear drops are hand made from recycled glass. There is no mold. Each tear drop will be different. We cannot match perfectly any teardrop. We can attempt to match similar looking teardrops to each other. We do not guarantee any matches. Please expect that each tear drop will be different and have variances in every aspect.

8. Glass Cones:
Hand Blown and Recycled Glass – not perfect, may have imperfections
all glass cones have variances in color saturation, size, top opening and sharpness. Glass is not perfect in dimension and can have movement in the glass itself. The glass may not be perfectly straight and or symmetrical. All glass is hand blown and hand cut at the bottom. Bottoms of cones vary and may have slight chips in the glass or extra protrusion of glass which is acceptable and not defective. We cannot guarantee matches with replacements. If two items are purchased at the same time, we can do our best to match the color.
Painted Glass Cones (Titan Series) can scratch. Follow instructions in paragraph 4.

9. Glass Cylinders:
Hand Blown and Recycled Glass – not perfect, may have imperfections
all glass cylinders have variances in color saturation, size, top opening and sharpness. Glass is not perfect in dimension and can have movement in the glass itself. The glass may not be perfectly straight and or symmetrical. All glass is hand blown and hand cut at the bottom. Bottom cuts vary and may have slight chips in the glass which is acceptable and not defective. Inside of glass is not flat. A candle will not lay straight. We recommend adding pebbles, coffee beans or similar in order to achieve levelness. We cannot guarantee matches with replacements. If two items are purchased at the same time, we can do our best to match the color.

10. Glass Hearts
Crackled glass will be sharp.
Handle with care and use protective gloves. Do not use medical or latex gloves.
Hand Blown and Recycled Glass – not perfect, may have imperfections
all glass hearts have variances in color saturation, size, and top opening. Glass is not perfect in dimension and can have movement in the glass itself. The glass may not be perfectly straight and or symmetrical. All glass is hand blown and hand tapped at the bottom to release from the blowing stick, which leaves a small bump or nob at the base of the glass heart. We cannot guarantee matches with replacements. If two items are purchased at the same time, we can do our best to match the color.

11. POLISHED OR BURNT FINISHED METAL AND IRON ITEMS:

Items with a polished or burnt finish must be sprayed as needed with a protective clear coat in order to prevent oxidation. Clear coat sprays can be purchased online or at any DYI store. Clear coats come in three different finishes: Matte (flat), Semi Gloss (slight shine) or Gloss (high shine). Any of these finishes in clear, are fine.

12. Tequila Stave Items such as but not limited to: TB-AW2, TB-WCH24, TB-WCH3, WS-TB15,WS-AW1, GL-TBW6:

The wood used in the Tequila Stave series comes from USED tequila barrels. The pieces of wood used to create a storage/aging barrel are called staves. The staves are used. They may smell from the tequila in which they once housed. The staves will vary in size, width, smell, color, markings and texture. Often the interior side of the stave has been charred for purposes of tequila production. No two staves will ever match exactly. We do our best to ship pairs of items with similar staves, but we cannot match them. Please keep this in mind when customers are ordering 2 or more. We ONLY attempt to match 2 items. We cannot match more than 2. For example, if a customer orders 6 of the same stave item, they will be matched in pairs as best as possible. If a customer orders 3, we will do our best to send like items but cannot guarantee any of the 3 will match. If your customer expresses concern over this, we recommend requesting photos prior to shipping for their approval.

13. Lamps, Walls Sconces, Accent Lighting, Chandeliers and other Décor with electrical parts:

This paragraph pertains only to the electrical part of the wall sconce. Please refer to other guidelines regarding materials such a glass, tequila stave and iron. **Artisan's Gallery does not hold a UL certification**. Therefore, all electrical items do not have a UL certification. We use UL certified parts that are purchased from the following companies: Classic Lamp Parts, Weico and Texas Lamp Parts. No Grounds are provided. Questions regarding hard wiring of any item should be directed to an electrician
Chandeliers also include a canopy kit.

14. Furniture:

Tequila Stave furniture may vary in color, texture, smell, size of individual stave and parts/accessories used. Placement of screws and decorative nail heads may vary. Types of handles may vary. Tables with Horseshoe feet will always come with horseshoe feet but the size of the horseshoe used may vary.

All Reclaimed wood furniture will have termite dusting. These are not live termites. All furniture is fumigated before importation to the USA. Once in the USA, furniture is cleaned, treated with Orange Oil (another form of termite deterrent) and reviewed. Photos are taken and approval requested if necessary. When cleaning the furniture, we recommend using a vacuum cleaner before applying any furniture cleaner spray, liquid or wax. If a customer wishes to wax furniture, we recommend a natural wax and a lint free cloth must be used. Solid wood will continue to move with temperature and humidity changes, which can result in cracks and uneven surfaces, adding to its authenticity and character. Due to the authentic nature of the reclaimed woods, each will vary slightly in color and texture. Please keep in mind that reclaimed wood may have expired termite damage and other natural flaws due to age or just due to the nature of natural unprocessed wood. We do our best to remove all loose wood dust, but if you see more from transit, a simple vacuum and wipe down will suffice for removal. Furniture is not warrantied.

15. CLAY:

All clay is meant for indoors or a covered patio. If left outdoors and exposed to all elements, the clay must be sealed on the outside and resealed on the inside. To seal on the exterior of the clay, follow instructions on any tile sealant product. Please note that it is most important to allow your clay planter to thoroughly dry before sealing and between sealing. Clay planters should be sealed inside and out at least 2 times before use. Test your planter before using. Water should bead off

and not soak into the planter. If it does, it needs to be resealed again. We recommend Jasco tile sealant. However, here is a list of others: Thompson's water seal, Aleeene's acrylic sealer, Delta all purpose sealer, Mod Podge. On the interior, we recommend roofing tar sealant, Flex Seal, Henry sealer and dampproofer, and others that can easily be found on the internet or your local DIY store. It is recommended to seal your planter on the outside at least 2 x per year. Please note, that the clay planter should never sit in water for any length of time. Sealing your pot/planter will not 100% prevent breakage, chipping or disintegration. Plants that need constant wet soil are not recommended. Exposing your pot/planter to constant water and extreme outdoor elements will result in damage to your pot/planter.

For Clay Statuary or Figurines: Indoor use or covered patio only. Clay statuary if placed outdoors must be sealed with any of the sealants noted above or a sealant of your choice that is meant for clay. Please note that painted clay may not absorb all sealants and a spray sealant may be best. If an opening at the bottom of the clay figuring is available, sealant may be poured into the hole and swished around to seal the inside of the item. However, the sealant that is not absorbed must be allowed to drain out and the item will need to complete dry before further sealant is applied or before the item is exposed to any moisture. However, we recommend indoor use only in order to keep the item in its original beauty.

16. SERGIO BUENO COLLECTION:

Each piece of glass goes through a very special process prior to being hand painted. Sergio uses gold and silver leaf in his artwork. The final process is the painting in which he hand paints each item whether a glass cone, glass plate, glass bowl or glass triangle. Each piece is unique though Sergio does his best to replicate coloration in order to maintain the color patterns we have asked of him. The paint will not scratch. For vases, water can be used. **However, if left in direct sunlight on a daily basis, the colors will fade and lose some of their luster. It is best and highly recommended not to expose his art in sunlight.**