

# DAVENS CUSTOM GLAZE POLICY

Davens will weigh custom glazes for our customers for a fee plus the cost of chemicals. Please email your requests to [davens@davensceramiccenter.com](mailto:davens@davensceramiccenter.com) we will respond with any questions.

- Each recipe will incur a fee in addition to chemical costs.  
**0-25# = \$10 Fee    25-50# = \$20 Fee    50-75# = \$30 Fee**
- **Recipes are the responsibility of the customer.** We do not save, store, or keep copies. A repeat of a previous glaze is treated as a brand new order and we will need the recipe submitted again
- **Calculations & conversions are the responsibility of the customer.** Any recipe submitted in grams must also be converted to pounds prior to mixing. Please indicate the unit of measurement on your recipes
- **Custom glaze orders must be received in writing** via fax, email, or in person
- **Recipes are not weighed on Saturdays.** Once the recipe is received and approved, the standard turnaround time is 24-48 business hours (weekends are not included). Times will vary depending on chemical availability, previous orders, and the number and size of the recipes. Davens is open Monday - Friday from 9:00-5:30PM and Saturday from 10:00-3:00PM.
- **Credit card information must be given with the order.** Davens **will not** weigh recipes without credit card information. Once the glazes are weighed up the credit card will be run. No refunds or exchanges will be given for custom orders
- **Davens does not add water, mix, or sieve the recipes**