

Waterbrook Potters Studio

Clay Supply Ordering FAQ

Q: Where does Waterbrook order supplies from?

A: Waterbrook Potters Studio has an arrangement with Clayscapes Pottery, Inc. located in Syracuse NY. While their retail list prices can be higher than some other pottery suppliers, the discounts we are able to receive through bulk ordering provides significant overall savings.

Q: What do I need to do to be eligible for bulk ordering?

A: All full and associate members are eligible but MUST register their credit card and contact info with Clayscapes prior to placing their first order through Waterbrook Potters Studio. If you wish to claim tax exempt status, you must also complete [form ST-121](#). If you have ordered through WPS before and your information is already on file with Clayscapes, you do NOT need to complete this step.

Clayscapes: <https://www.clayscapespottery.com/> Toll-free #: 844-849-9994

Tuesday-Friday: 9:00 AM - 5:00 PM, Saturday: 9:AM - 1:00 PM

Q: Will I save much by bulk ordering?

A: Clayscapes offers significant savings on products and shipping when orders reach particular levels. When an individual order is considered as part of a group, the individual receives the group discount.

Clay

250 pounds = 5% off the 50-pound price

500 pounds = 14% off the 50-pound price

1000 pounds = 23% off the 50-pound price

2000 pounds = 32% off the 50-pound price

Glazes

12 or more pints – 20% off

3 or more gallons – 20% off

Shipping

Shipping costs are calculated based on the weight of each individual's order at the bulk shipping rate. The bulk rate will be based on the weight of the entire order. Assuming an order of no less than 1000 lbs. total, we expect the shipping price per pound to range from a low of \$.055 per pound to a max of \$.132 per pound. We are not able to provide you an exact shipping cost prior to your purchases being finalized.

Q: Will I get a discount on all items listed on the Clayscapes website?

A: No. Clay and glazes/underglazes will be discounted according to the schedule noted above. Other items such as tools are not subject to a discount, but you will save on shipping. Equipment (kilns, wheels, slab rollers, etc.) cannot be ordered as part of the Waterbrook group ordering process.

Q: How do I place my order?

A: A google form will be emailed to all members with ordering instructions. Simply complete and submit. We'll do the rest including sending you a confirmation email within 48 hours of submission.

Q: Can I add or delete things after I submit an initial order?

A: As long as it's before the order deadline date, then yes! To add items, simply submit a second form with the additional items indicated. To delete items, email Theresa at BulkOrder@waterbrookpotters.com.

Q: Am I guaranteed delivery on everything I order?

A: Not much in life comes with guarantees and this is no exception.

Shipping costs: We pay a fixed amount for shipping a pallet which can accommodate up to 2400 lbs of clay. Once we exceed that weight, we will be charged for another full pallet. To maximize member savings, we aim to ensure that a single pallet includes at least 1000 lbs of clay and we will do our best to reach these levels. However, if we fail to reach our minimum targeted weights, orders will be processed on a first come, first served basis. Any member orders unable to be accommodated will get priority in the next order placed.

Supply issues: Sometimes demand exceeds supply and Clayscapes will not have ordered items in stock. When this happens, they will provide us details on which items are on back order and which are simply unavailable. That information will be passed on to the members whose orders are impacted. In some cases, members will be provided the opportunity to replace unavailable items with an alternate choice.

Q: How quickly are orders delivered?

A: Orders are typically placed on a Tuesday and delivered by Friday of the same week. The specific deadline/order date will be indicated on each new order form that is distributed. Members will be notified by email when the order is delivered.

Q: When will my credit card be charged for items ordered?

A: Clayscapes charges your credit card when your order is filled, including charges for back-ordered items. If you wish to cancel a back order, you can contact Clayscapes directly to arrange for future store credit or a refund.

Q: Where will my order be delivered?

A: All orders are delivered directly to Waterbrook Potters Studio.

Q: I'm an associate member. When can I pick up my order?

A: Associate members can pick up their orders during any regularly scheduled working member hours which are posted on the website, or by appointment.

Q: Who do I talk to if I have questions about specific products?

A: Any questions about products listed on the Clayscapes website should be directed to Clayscapes staff.

Q: Who do I talk to if I have questions about my order?

A: Email Theresa Zubretsky at BulkOrder@waterbrookpotters.com.

Q: How often is a bulk order placed?

A: Orders will be solicited bi-monthly beginning in January 2021. If member demand for supplies is not sufficient to warrant a completed order, we will reevaluate.