

# Pricing, Cancellation, and Refunds

Plain-language customer reference | Effective July 19, 2026

Quick customer reference. Current web Terms and Studio Policies control.

## Estimate to invoice

| Stage                  | What happens                                                                             |
|------------------------|------------------------------------------------------------------------------------------|
| Pathfinder estimate    | Planning only; not a bill or guaranteed final quote.                                     |
| Staff review           | Work, material compatibility, and actual kiln space are confirmed.                       |
| After firing           | A final Stripe invoice is issued for the service actually used.                          |
| Studio fault           | No charge, or an appropriate full or documented partial refund if already paid.          |
| Maker/material outcome | A normal firing or maker, clay, glaze, construction, or material cause remains billable. |

## Cancellation

Cancel before firing begins: no firing charge. After firing begins: the result is reviewed under the cause-based responsibility policy.

## Dispute or refund request

Email [support@monsoonfire.com](mailto:support@monsoonfire.com) with the ticket or invoice reference, affected work, what happened, any useful photographs, and the resolution requested. An actively disputed charge may be placed on review hold.

## Storage charges

The standard pickup grace period is 19 days and 6 hours after the ready notice. After that, storage is \$1.50 per half shelf per day, capped at 28 billed days. An approved \$15 flat extension may add up to four weeks. Unclaimed work does not automatically become studio property.

## Notes

|                      |  |
|----------------------|--|
| Ticket or invoice    |  |
| Question or dispute  |  |
| Requested resolution |  |