

Studio Policies and Firing Agreement

Customer record | Effective July 19, 2026

Customer copy. The current web pages at monsoonfire.com/terms/ and monsoonfire.com/policies/ control if this convenience copy is outdated.

1. Service and acceptance

A Firing Pathfinder ticket is a request and planning record, not a guaranteed booking or final quote. Staff may inspect, decline, pause, or request more information for unsafe, incompatible, unusually large, unknown, or mislabeled work.

2. Maker responsibilities

Disclose clay body, firing range, glaze, repairs, metal, glass, organics, inclusions, unknown materials, and prior firings. Provide work that is stable, safe to transport, and clean where it meets the shelf. Staff controls loading, compatibility, and schedule.

3. Estimate, invoice, cancellation, and refunds

Website prices are estimates. The final Stripe invoice covers the space and service actually used. Cancellation before firing begins has no firing charge. Normal firings and maker or material outcomes remain billable. Studio fault means no charge or an appropriate refund.

4. Inherent kiln risk

Cracking, warping, glaze movement, bloating, color variation, thermal shock, and material reactions can occur in a normal firing. Responsibility is cause-based. There is no blanket half-shelf compensation cap.

5. Pickup, storage, and unclaimed work

Wait for the ready email. Grace ends 19 days and 6 hours later, with reminders near days 14, 17.5, and 19.25. Storage is then \$1.50 per half shelf per day, capped at 28 billed days. An approved \$15 flat extension may add up to four weeks.

A missed pickup deadline does not automatically transfer ownership. Monsoon Fire uses reasonable contact attempts and any notice and disposition process required by law. Work remains on hold unless a lawful, documented process permits another disposition.

6. Privacy, photos, and communications

Ticket contact information is used for service and transactional updates. Monsoon Fire may also send its client newsletter no more than twice per calendar year based on the existing client relationship. Every issue includes a one-click unsubscribe and visible support-email opt-out. Marketing opt-out does not stop necessary service messages. Operational photographs may document intake, loading, safety, billing, or incidents. Public marketing use requires separate permission unless the image does not identify the maker or work.

7. Customer acknowledgment

Customer name	
Ticket reference	
Email	
Signature	
Date	

By signing, I confirm I can authorize this firing, the material disclosures are accurate to the best of my knowledge, and I received Terms and Studio Policies version 2026-07-19. Contact: 17926 West Montebello Ave., Litchfield Park, AZ 85340; support@monsoonfire.com.