

## Seconds FAQ

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### **WHAT IS A “SECOND”?**

- Seconds are pieces that don't pass our quality control standards to be sold at full price. Seconds may have minor surface defects, color inconsistencies, or other variations that reflect the handmade nature of most of our products. Seconds items are still safe for use, beautiful, and authentically handmade.

### **CAN I RETURN SECONDS PIECES?**

- No. All seconds are final sale. No returns, exchanges, or refunds will be issued.

### **CAN I ASK FOR A SPECIFIC TYPE OF SECOND, OR MAKE OTHER REQUESTS ABOUT THE SPECIFIC ITEMS I'LL RECEIVE?**

- Due to the incredibly high volume we experience during our Memorial Day Event, we aren't able to accommodate these requests. If you have specific requests, we encourage you to call Customer Care about your request later in the summer when our seconds inventory has been replenished.

### **WHAT IF I DO NOT LIKE THE SECONDS I RECEIVE?**

- All seconds are final sale. Please note we cannot guarantee what type of second you will receive. If you believe you have an extraordinary case, please reach out to Care at [care@farmhousepottery.com](mailto:care@farmhousepottery.com) to see if we can accommodate your request.

## What makes a “Second”?

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### THE FORM

The seconds that fall under the category of form usually come from our hands-on process, where we expect there to be a level of variation. These types of production flaws alter the pots from their intended final form.

Examples of form seconds include slightly misshapen, warping, and irregular stamping.

### THE MATERIAL

The seconds that fall under the category of material occur as a result of natural material melting and bleeding through the glaze during the firing process. The size, intensity and location of these discrepancies will determine whether a piece is considered first or second quality. The larger a pot becomes, the more area there is for variation to occur on the surface.





## THE GLAZE

After a pot is finished in the studio and bisque fired, it is glazed, stacked into the kiln, and unloaded by our kiln team. Each of our pots is glazed by hand! The seconds that fall under the glazing category are created during this part of our process. When loading glazed pieces into a kiln, glaze can sometimes chip off, exposing a small area of raw clay.

Even though a piece may be missing a patch of glaze, each pot is still fully functional because we fire our claybody to its proper temperature. When a claybody is fully fired it becomes vitrified, keeping all of our pieces completely food safe!

## GALLERY OF EXAMPLES

