

# Table of Contents

**Ordering and Shipping Policies...** *i*

**Product Care Guide.....** *ii*

**Talavera**

*Planters.....* 1 - 5

*Animal Planters.....* 6 - 8

*Accents .....* 9 - 13

*Holiday .....* 14

*Saucers.....* 15

*Patterns and Colors.....* 16

**Rustic Clay**

*Planters.....* 17 - 18

*Chimeneas.....* 18

**Wood Planters.....** 19 - 20

**Fiber Cement Planters.....** 21 - 22

**Doormats.....** 23 - 24

**Pallet Assortments**

*Talavera.....* 25 - 26

*Rustic Clay.....* 27

*Chimeneas.....* 27

**Services .....** 28

## Ordering / Shipping Policies

1. Pricing: Avera Products supplies top quality products to high quality retailers. As such, we only sell based on wholesale pricing and order volumes. After successful application for an account with us and verification of reseller status, a separate wholesale price list will be provided. Prices are subject to change from time to time and without prior notice.
2. Lead Time: We work hard to maintain appropriate inventory levels so that all of the items shown in this catalog are available for immediate delivery. Product that is in stock will typically ship within 7 days of Order Confirmation. We do allow our customers to make special requests for colors and sizes that are not stocked, but these orders may require up to 8 weeks to ship.
3. Colors and Patterns: The photos in this catalog are representative of the stock selection available. Please keep in mind that Talavera pottery is hand-painted by artisans, and as such we expect and appreciate variation from piece to piece. This of course means that two pieces ordered in the same color pattern may differ from one another in appearance. Orders will be filled with an assortment of best selling colors unless otherwise specified at the time the order is placed.
4. Shipping Charges: Orders will ship via common carrier. Estimated shipping charges will be shown on your Order Confirmation. For all shipments, including those qualifying from free or reduced shipping, the customer is responsible for any charges over the regular freight cost - this may include such items as Limited Access, Liftgate Delivery, Appointment requirements, etc.
5. Damaged or Missing Goods: All missing or damaged items must be reported in writing to Avera Products by fax or email within five (5) business days of delivery to qualify for credit. In the case of damage claims, the customer must act in accordance with the freight carrier's damage claim policy, which may include providing photos or other evidence of damage, including storing the damaged goods until the carrier is able to inspect them. Failure to follow these procedures may result in a denied claim.
6. Custom Ordering: We encourage our customers to take advantage of our custom order policies that allow complete flexibility in terms of order multiples, color selections, etc. There is no extra charge for custom ordering, however all custom orders require an extended lead time - typically 6 to 8 weeks. When placing a custom order for Talavera or Rustic Clay, you are not required to follow the case pack multiples. You may also specify the color and pattern for each individual piece (if you do not specify, we will make the selections on your behalf). Before producing your custom order, we will send an Order Confirmation that will verify all selections and will include the anticipated ship date, freight cost, terms, etc. It is important that you carefully review your Order Confirmation and notify us immediately of any discrepancies.