

FREQUENTLY ASKED QUESTIONS

What are they made of?

All of my work is made using GLASS beads. Sometimes other components such as metals, crystals, glass paint, jewelry fittings and other accents are also incorporated into the design. I make them all on a solid surface to ensure the integrity of the piece and that the beads will forever be secure, then they are sealed with a non-yellowing acrylic glaze.

The solid surface base will probably include a repurposed product such as a cabinet door, serving tray, or reclaimed wood. I try help our environment as much as possible by giving these types of products new life. This also means that not all the frames are in perfect condition, but who among us can say that either. Life has a way of showing itself and that's what makes us unique. Many of my pieces were designed specifically for the frame or boards being used, it's another aspect that makes them one-of-a-kind. The specific product description will tell you what type of surface was used for that piece.

They seem so delicate, how durable are they really?

They are much tougher than they appear. Smaller art works (under 24") come in fur lined bags that will protect them under normal travel conditions. Try not to use woven fabric to clean or wipe as the threads may grab and snag the beads. Since they are created on solid surfaces they also ship well if properly packaged.

How do I care for my bead mosaic?

Immersive and tactile would mean nothing if you couldn't touch it. Go ahead and touch all you want, let your guests touch it too. Yes, some beads can be picked off if you really want to, but to casual everyday touch they will hold up nicely, so enjoy yourself, because sometimes you just can't help it. The easiest way to clean it is to use a clean (preferably new) dry paint brush and just brush the dust off. If something spills on it you can take a wet cloth and wipe it off, do not soak it in water for extended periods of time.

Can they be used outside or in high humidity environments?

Yes and No. My standard work is created for indoor use due to the typically wood mounting surfaces. Meaning they are not designed to take weather like snow and rain but they can be used in bathrooms or protected areas where direct weather will not reach them. If you want a piece specifically made for the outdoors I can do that using a plastic or other synthetic base that will not react to the elements. The beads will always hold up no matter the temperature or humidity level, it's the bases that might be effected.

What is your Policy on Returns/Exchanges/Refunds?

Exchanges are allowed for originals (not commissions) no matter how long ago it was purchased as long as it's in the original condition. I will gladly credit you the purchase price so you can choose another mosaic that may better suit your current needs. Just contact me directly so we can go over the details.

Can I cancel my commission order?

Unless your order has already gone into production you can cancel it for a full refund. Please [contact me](#) as soon as possible if you need to cancel your order.

How can I keep up with your new work?

We would love for you to be the first to know about any new work! An easy way to stay in the loop is by signing up for our [newsletter](#) and checking back to this website often. Sometimes work does not get posted right away and might get sold before I get the chance. If you are interested in something even if the one shown is not quit right then please contact me. Most times I can make one to your specifications or might have something that would work for you "in the back".

You can also follow us on our social media pages as we are constantly posting about new work!

What do I do with the beautiful fur coat it comes in?

Please reuse these for other purposes such as keeping your feet warm, new cat bed, or travel bag for breakables. If you want, please feel free to return them to me and I will reuse them for new upcoming pieces.