

Placing an Order

We provide materials only to registered businesses. We can arrange sales to individuals through our distributor Glasatelier Oud Rijswijk (same prices, only the administration is different on our end, please contact us for details). To register as a business client with us, please provide us with a copy of your Chamber of Commerce (KvK) registration, relevant tax numbers and contact information.

Please order by item number (where applicable), name and quantity to avoid errors. Orders cannot be shipped without a complete shipping address and contact information.

VAT and transport charges will be added to the invoice. All goods are packed with the utmost care. All shipments contain a packing list which must correspond to the contents of the package. No claim will be allowed unless made within 14 days of receipt of the goods and after inspection of the goods by the carrier. Invoices (unless prepaid) are sent under separate cover. Non-catalog special orders are not returnable.

Orders are normally accepted prepaid. Payment may be done via bank transfer, PayPal, MasterCard or Visa. For credit cards, please provide the card number, expiration date and verification number via fax or telephone for security reasons. Delivery time is normally within 7-10 business days of order confirmation. If delivery time is expected to take longer you will be notified as soon as possible.



Glass

Colors in the brochures are an indication only, individual experience may vary.

Glass is normally shipped directly from PELI Glass or the Saint-Just factory to the client. Transport and energy costs are added to the order.

All glass cases from Saint-Just have a "tilt watch" indicator on the side that must be inspected upon receipt of the glass. *If there are visible damages to the case(s) or if the tilt watch is red at the time of delivery the customer has the obligation to make written remarks on the delivery bill.*



Paints

Colors in the brochures are an indication only, individual experience may vary. Colors seen will also depend on printing and viewing equipment. All glass paints are shipped in powder form unless otherwise specified.

Special orders (specific color matches, color ground in oil) are possible, minimum 3 kg per color.

Lusters are considered hazardous materials and will be packaged and shipped accordingly.

These products may contain lead, cadmium or other substances potentially harmful to health. Consult the Material Safety Data Sheets available at www.peliglass.eu before handling products and use appropriate protective equipment.



Painting needs

Our paintbrushes are custom hand-made and especially designed for glass and ceramic painting. Books and videos selected for the glass artist. Delivery time normally 7 days.



Information



Putties & glues

Pre-glazed lead came ships from PELI Glass. Delivery time is normally within 14-21 days of order confirmation.



Kilns / heaters

Glass / ceramic kilns are available in standard or custom sizes, with or without controllers. Delivery time 8-12 weeks.



Consulting

We will work with you on your special projects such as public artworks, slumping, fusing. Contact us for details.

Any recommendations provided by PELI Glass Products regarding the use, properties or qualities of products offer for sale are believed reliable, but final results will depend on how the products are used by clients.



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