

Order Policies

Payment Methods:

Artesania MX accepts Visa, MasterCard, American Express, Discover and PayPal through PayPal's 100% secure payment system.

Shipping:

All orders will be shipped and processed within 48 hours. In the case that any particular item is backordered, we will make sure to contact you and notify an estimated delivery date.

Currently, our standard method of shipping is via USPS (United States Postal Service). All orders made within the United States will have a tracking number and will usually arrive approximately within 4 to 7 working days. International orders may arrive approximately within 6 to 12 working days (depends on the location). You can track your package on www.usps.com.

Refunds:

Artesania MX only accepts returns in case that your item arrives damaged. Please contact us within 5 days of such damage and we will make arrangements to send you a replacement. You must provide photos of the item to document the degree of the damage and in order to

Wholesale Orders

Shipping:

All wholesale orders will be processed within 4 days. Artesania MX makes every effort to ensure that the shipment arrives safely, but some breakage may occur. We will not be responsible for any minor breakage that occurs (less than 10%) after the merchandise has been shipped. In case that more than 10% of the merchandise is damaged, we will make sure to replace that damaged merchandise and include it in your next order.

In the event that items fail to ship, we will make up the shortage on your next order as well.

Refunds:

In the case of refunds, Artesania MX will only replace merchandise with merchandise and will not refund with money. You will be responsible for the cost of return shipping, plus a 10% restocking fee.