

## Frequently Asked Questions

### Return Policy

All sales are final! Items may be exchanged for the same item if yours is "flawed". Please contact us within 48 hours of receiving the item to let us know that you would like an exchange. You must include a copy of your original sales receipt and all the items included in the shipment.

We do not accept returns on items that have been used sexually or damaged due to customer abuse.

Damage due to shipping is not our responsibility, we ship everything via USPS, tracking number and insurance included, so you must contact them.

We apologize if you are to have any inconvenience.

### What is Dichroic?

Dichroic is a high refraction material developed by defense contractors in conjunction with NASA. It was initially created for the space industry as a protective coating for items such as helmets to windshields of various spacecraft. Some years back it was discovered that when fused with glass it looked amazing. Despite its expensive price and being very tricky to work with, dichroic and glass were a match made in heaven. We use dichroic in over half of our pieces which radiate beauty and elegance.

### What is kind of Glass do you use? Is it Pyrex? Is it safe?

We technically don't use Pyrex, because Pyrex is a Brand. However we do use the same materials as Pyrex. Vandal Glass uses medical grade borosilicate in our toys that is the amongst the purest available. When annealed properly (cooking the glass, like firing a clay pot), the molecules are aligned and the end product is strengthened.

Borosilicate is proven to be much stronger than traditional "soft" glass that the general public is used to dealing with.

While you can break a normal piece of glass in the palm of your hands(maybe with some gloves on.. on second thought, don't try this at home please), a properly annealed inch thick piece of borosilicate can withstand up to 3,000 pounds of

pressure, and extreme heat and cold.

We can't claim that our toys are unbreakable, but we can claim that with proper care they can last a life time.

#### Air Bubbles?

Small bubbles will form as the artist works the shape and the coloring of the glass. Occasionally air will get trapped within the glass, yet it poses no potential threat and does not weaken the integrity of the piece. It's just the signature of a hand made piece.

#### Additional Questions:

Q. Will this break inside of me?

A. No. Your Vandal Glass toy will NOT break inside of you unless you are a super human. Our toys are crafted, not blown. They are made from solid rods of medical grade "pyrex" and can last a lifetime.

Q. How soon will my package arrive?

A. You should receive your item within five to seven business days.

Q. How are orders shipped?

A. Your item will be shipped via USPS Priority Mail.

Q. When will my Credit Card be charged?

A. Your credit card will be charged when the order is processed. For your convenience we will include a receipt with your order.

Q. Do I need to pay tax on my purchase?

A. If you live within California, where our corporate office is located, you will be taxed. All other states and countries are exempt from any tax charges.

Q. Is your packaging discreet?

A. Yes, as discreet as can be.

Q. How soon after I order will the product be shipped?

A. Your order will be shipped within one to three business days.

Q. Do you ship outside of the USA?

A. Yes, we ship worldwide. We will gladly assist you with your questions concerning rates and regulations. Please contact us [sales@vandalglass.com](mailto:sales@vandalglass.com).