

FAQs

Ordering and payment methods

Ordering can be through the web site with mastercard,visa,american express,discover card and e-checks.We also take orders by phone,accepting credit cards,at 330-706-9311.For customers who prefer to pay by check or money order,please include the item and option descriptions and desired finish to GardenCrittters-3020 franks rd.-Clinton,Ohio-44216 Is it secure to order from this site?We use paypal, one of the most recognized names in online transactions. Paypal automatically encrypts your information in transit from your computer to Paypal with SSL protocol and 128-Bit encryption, the highest level commercially available. If you are still uneasy with online transactions, you can contact us directly and order by phone or send a check or money order with the description of the item and options to our address.

Our Privacy Policy We do not sell, trade, give or provide in any form any personal information about our customers to anyone (except for the purpose of processing your order). We wouldn't want it done to us, and we don't do it to you.
Return Policy Since most of our products are custom made, we only accept returns for defective merchandise if you notify us within 60 days from the time you receive the item. We do not accept returns for personalized items due to spelling errors from "typos" when ordering. Before your item is made, we will contact you to "proof" or check the design. If we can not contact you, we will not accept a return due to spelling errors.
International ShippingThe shipping costs quoted on this website are quotes for only shipping costs as charged by shipping carriers,this does not include any taxes,tariff's or fees charged during the items international travel.We strongly recommend that you contact your local officials on a state or national level to determine any additional charges by your locality.Once your item is shipped you are responsible for any additional fees caused by international shipping.
Custom Orders We do custom work. Any of our designs can be resized, changed, personalized, or added to other items or designs. An example of this would be one of our globe designs made into an address sign. Items can also be personalized by adding a "frame" around it and adding letters or numbers. Send us your ideas by e-mail or call us at (330) 706-9311. If our answering machine takes your call, we are probably in the shop, and will return your call as soon as possible. What materials do you use? Our steel art is made from steel bar, tubing, iron accents and 16 gauge steel which is thick like a quarter. Each work is hand designed and created with each curve, corner and textured surface in mind to bring its characteristics and personalities to life. What is the hanger option? The hanger is a loop attached to the back of the item so it can hang on a nail or screw on a wall or even a tree. You could even use a wire and hang it from a tree limb. What is the clean metal finish? This is the item with a clean metal surface before any finish or patina has been applied. We encourage our customers to try out their artistic abilities and apply their own finishes. Ant-rusting paints like "Rust-Oleum" or "Krylon" work well, or any paints for use outdoors (if you will be displaying the items outdoors). Using a metal "primer" is not necessary, but will help it last longer for years of enjoyment. What is the natural rust finish? When you receive an item with this finish, it will have a red-orange look to it. When placed outside, it will continue to change, and start to darken to a brown-orange finish. At this point, the oxidation process slows down and there is a protective coating of rust over the metal providing years of maintenance free elegance. At any time the item reaches a patina that you like, you can "clear coat" it with any popular spray paints available at any home improvement center. What is a powder coat finish ?

Powder coating is a thick,colored polymer used to create a hard finish that is tougher than conventional paint.Powder coating is an environmentally friendly process that fuses to the metal and simply provides a quality finish that will last for years.

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