

Terms & Conditions

1. Kil .n.it will take all care but no responsibility for loss or damage to your pieces. Kil.n.it reserves the right to refuse any item which we feel may cause problems in the kilns or to neighbouring works in kilns. In the unlikely event a piece is dropped or damaged by a technician the member will be offered to fire a replacement piece free of charge in the same type of firing and for the same volume.

2. Firings must be booked and paid for in advance through our website. Pieces that are not booked and paid for are not to be placed in the cage. ***The cage is not a storage space.*** Priority will be given to paid quarter, half and whole spaces on all occasions. Gaps must also be paid for in advance but will only be set if space permits.

Note: One gap is the smallest amount bookable and can not be split across different firings/dates.

3. In the case of overbooking or under-booking of kiln space needed for works fired; it is at the Technician's discretion to include surplus pieces, which may incur further charges. Missed bookings are non-refundable, however moving bookings is possible with 5 business days' notice and subject to availability.

4. Works must be ready and delivered (at the latest) by 11am on the day of firing as indicated by the booking process; drop off earlier is ideal. Delivered works are to be placed on the dedicated "Bisque" or "Glaze" shelves in the correct cage locations signalled on site.

5. All firings will be packed and operated by kil.n.it technicians. The kiln will only be fired when it is appropriately full. If a kiln is not booked beyond half capacity, an alternative smaller kiln will be used or the firing will be pushed back to the following week. If you have an urgent deadline please let the [Kil.n.it](#) Manager know at least 3 weeks in advance of that date.

Every ceramic kiln firing is essentially an experiment. Our firings are priced to be as affordable as possible to encourage exploration of materials. Charges for firings are set by Kil.n.it and are non-negotiable. Pricing is listed on our booking website and posted on the office door. You need to be an inducted member to participate in firings. **If you have any questions or requests, please talk with [Kil.n.it](#) Staff. They are keen to help you find solutions to your ceramics process.**

All work submitted for firing must be booked and paid for in advance, accompanied by accurate labelling and is subject to the following terms and conditions:

6. Reasonable preparation of works before a glaze firing is required. Glaze must be wiped off the base and at least 5mm from the base ***or your work will not be fired.*** Provision of setters is the responsibility of the member/artist. If unsure about preparation for your piece/s, contact our staff to learn of recommended preparations before your selected firing.

7. If you have a special request for where and how your piece is placed in the kiln, please provide clear instructions to the [Kil.n.it](#) Manager via email at least 24h before the firing. **Note: We do not fire burn-out or BRT.** Please repeat these instructions on the board in the cage with your pieces. While we endeavour to meet your requests, in a communal firing, the full range of items to be packed determines some of these decisions. All firings are different. As always [Kil.n.it](#) takes all care of the pieces but no responsibility for loss or damage such as but not limited to cracking, warping, exploding, runny glazes.

8. All works and boards must be clearly labelled with:

- Your Name
- Your phone number
- The Firing Type
- The Date of firing

If you do not provide this information, your piece will not be fired. These labels are imperative for technician identification.

9. It is recommended where work is fragile or extremely heavy (more than 10kg) that the member/artist be present for the period of packing to assist with their objects (contact office for times).

10. Temperature adjustments are not possible in communal firings as the settings are chosen to achieve overall kiln firing success for the most common objects and materials. You may hire a whole kiln and negotiate personalised firing cycles.

11. A kiln will not be opened for any reason by anyone other than the assigned technician until the temperature is below 200 degrees.

12. All work not collected within 2 months will be disposed of.

13. Cancellation Policy: We require 5 business days' notice to change or cancel any bookings. Please talk to our [Kil.n.it](#) Staff who are happy to find a solution to your booking problems whenever possible.

14. Runny Glazes. Please ensure all glazes have been tested on a small test tile made of the same clay body as you intend to use and placed on a setter, prior to firing finished pieces of work. If you have determined that the glaze is runny you must note this when you drop off the works, and provide setters. **In addition to this, be sure that you book in for the correct temperature for your clay body and glaze.** If your pieces fuse to the kiln shelf due to runny glazes or over firing, you will be charged a kiln shelf fee of **\$130** to repair or replace the kiln shelf. This needs to be paid within 7 days of the invoice being issued. Failure to pay will lead to temporary suspension of membership until the amount has been paid.

15. Misfires. If a kiln underfires because of a kiln failure, [Kil.n.it](#) will re-fire the pieces free of charge as soon as there is an available kiln.

16. Refund policy. Our kiln firing services are non-refundable. We offer to re-schedule firings with 5 business days' notice subject to availability. Refer to paragraph 1. for our liability policy.

17. If these rules are not adhered to you will be liable for any damage your work causes to [Kil.n.it](#)'s kiln/kiln furniture and will be invoiced for any replacement/repair cost.