

## Custom Soap Agreement

1. By purchasing Personalized Soap from Pallas Athene Soap, or ordering customized soap from the Soapmaking Studio, or hiring master soapmaker Kerri Mixon to make specialized soap, the purchaser acknowledges reading, understanding, and agreeing to all nine (9) terms within this "Custom Soap Agreement."
2. If the customer does not agree to all nine (9) terms, the customer must NOT proceed with the purchase.
3. All communications regarding a custom soap purchase must be done by telephone (not email nor text message) to the Soapmaking Studio at (619) 668-1435 during the business hours of 10 am to 5 pm on Monday, Wednesday, Friday, and Sunday and on 9 am to 4 pm on Saturday. The Soapmaking Studio is closed Tuesday, Thursday, and holidays.
4. Payment must be received in full before the custom soap order is made. No soap is ever made before full payment is received.
5. All custom soap purchases are always final. No refunds.
6. The Soapmaking Studio has a large selection of different sizes and shapes of soap molds. Customers are encouraged to choose from the many molds available from the Soapmaking Studio. Custom soap made in molds provided by the Soapmaking Studio is under full guarantee that if the purchaser is not satisfied, the soap will be re-made to the purchaser's specifications until the purchaser is fully satisfied. No refunds on custom soap orders.
7. Custom soap made in a mold provided by the customer is not guaranteed. Custom soap made in a mold provided by the customer is made at the customer's risk. The Soapmaking Studio is not responsible for soap containing flecks of plaster or residue due to an un-clean or dirty customer-provided mold, nor for soap that cannot be removed from a customer-provided mold, nor for bubbles in custom soap poured into a customer-provided mold, nor for any damage to a customer-provided mold.

If the customer insists on providing his/her own soap mold, please understand the following regarding mold design:

- a. An extra thickness of silicone or mold material must be left on the sides and bottom of the mold to prevent the very thin soap from leaking out of the bottom and sides of the mold.
- b. The opening of the mold must always be wider and larger than the bottom. In the example of soap made in the shape of a hand bell, the mold should be cast with the bell upside down in the mold so the top opening is wider (larger) than the bottom:



Hand Bell



Incorrect Mold Design



Correct (Widest at Top)

- c. The widest (largest) part of the item must be at the top of the mold or else air bubbles will be unable to rise to the top and will be trapped in the soap, the soap may be stuck in the mold, or the mold may be damaged when the soap is removed.
  - d. The soap mold must be completely clean and ready to fill when presented to the Soapmaking Studio.
  - e. The Soapmaking Studio is not responsible for plaster flecks on soap, dirt on soap, residue on soap, bubbles in soap, soap stuck in a mold, nor damage to a mold if the customer has provided the mold.
8. Custom soap orders are made within one (1) week from the date full payment is received. Production time is one (1) week per batch, depending on variations in soap color and fragrance. For example: A custom soap order of a red rose soap, a purple lavender soap, and a yellow lemon soap will be completed in three (3) weeks due to the three (3) different variations.
  9. The Soapmaking Studio is not in the business of storing soap (nor the customer's mold). Custom soap orders should be picked up from the Soapmaking Studio within ten (10) days after completion or the customer should pay to have the soap (and mold) shipped to the customer.