

SU MA HIGHLAND ARTISAN

Custom Orders Policy

Sa Pa Highlands, Vietnam

Su Ma Highland Artisan welcomes custom orders from customers around the world and throughout Vietnam. We take great pride in crafting one-of-a-kind handmade pieces that reflect the rich artisan heritage of the Sa Pa Highlands. This Custom Orders Policy governs all custom handcrafted orders placed with Su Ma Highland Artisan. By submitting a custom order request, you acknowledge and agree to the terms outlined in this document. This policy forms part of our broader policy suite, which includes our Privacy Policy, Terms & Conditions, Orders & Returns Policy, Shipping Policy, Refund Policy, and Craft Variation Disclosure.

1. About Our Custom Handcrafted Items

Every custom item produced by Su Ma Highland Artisan is entirely handmade by skilled highland artisans using traditional techniques passed down through generations. Our artisans work with natural materials and time-honored methods that give each piece its distinctive character.

Customers should be aware of the following characteristics inherent to handcrafted work:

- **Natural variations** in color, texture, pattern, and dimensions are an expected and celebrated hallmark of authenticity in handcrafted items.
- **No two items are identical.** Slight differences from reference images, product descriptions, or previously purchased items are normal and reflect the individuality of each piece.

- Materials sourced from natural environments may exhibit unique characteristics, including subtle color shifts, organic textures, and variations in grain or weave.

These qualities are not defects; they are a testament to the genuine craftsmanship and cultural heritage embodied in every item we create. For further details, please refer to our Craft Variation Disclosure.

2. How to Request a Custom Order

We invite customers to reach out to us with their custom order ideas through any of the following channels:

- **Email:** mathixu490@gmail.com
- **Website:** Contact form at sumahighlandartisan.com
- **Phone:** +84 36 437 5705

When submitting a custom order request, please provide as much detail as possible to help our artisans understand your vision. We recommend including the following information:

1. **Item type** — What would you like us to create? (e.g., textile, garment, bag, home décor item, accessory)
2. **Preferred materials** — Any specific fabrics, fibers, or materials you have in mind
3. **Colors** — Your preferred color palette or specific color references
4. **Dimensions** — Desired size or measurements for the finished item
5. **Intended use** — How you plan to use the item (e.g., daily wear, display, gift)
6. **Reference images** — Photos, sketches, or links to similar items for visual guidance (if available)

7. **Desired completion date** — Any deadline or timeframe you are working within

Our team will review your request and respond within **2-5 business days** to discuss feasibility, provide a preliminary quote, and outline the next steps.

3. Design Approval Process

Before any production begins, Su Ma Highland Artisan follows a structured design approval process to ensure your custom piece meets your expectations:

3.1 Upon reviewing your request, our team will prepare and share a design concept, which may include a written description, sketch, material samples, or reference imagery for your review.

3.2 The customer must provide **written approval via email** before production begins. This written approval serves as confirmation that the design, materials, dimensions, and other specifications have been agreed upon.

3.3 Any changes requested after design approval has been given may result in additional costs and an extension of the production timeline. A revised quote will be provided for your approval before any changes are implemented.

3.4 Once production has commenced, design changes may not be possible depending on the stage of the craft. Our team will communicate honestly about what adjustments can and cannot be accommodated at each stage.

4. Pricing & Payment

Custom orders are individually priced based on the following factors:

- Complexity of the design
- Type and cost of materials required
- Size and dimensions of the finished item
- Labor and time involved in production

Payment terms for custom orders are as follows:

4.1 Deposit. A non-refundable deposit of **50% of the total order value** is required before production begins. This deposit secures the necessary materials and reserves artisan time dedicated to your order.

4.2 Balance. The remaining **50% balance** is due in full before shipping or pickup of the completed item.

4.3 Small orders. For smaller or lower-value custom orders, full payment may be required upfront at the time of order confirmation.

4.4 Payment methods. Accepted payment methods will be communicated at the time the quote is provided.

4.5 Non-refundable deposit. The deposit is non-refundable once production has begun, as it covers materials already sourced and artisan labor already committed to your order.

5. Production Timelines

5.1 Production timelines vary depending on the complexity, type, and scale of the custom item ordered. An estimated production time will be provided at the time of your quote.

5.2 Typical production timelines range from **2 to 8 weeks**, though more intricate or large-scale pieces may require additional time.

5.3 All timelines provided are estimates and may be affected by:

- Availability of specific materials
- Artisan schedules and workshop capacity

- Seasonal factors, including local holidays and harvest periods
- The intricacy and detail of the requested design

5.4 Su Ma Highland Artisan will communicate any significant delays to the customer promptly and will work to provide a revised estimated completion date.

6. Communication Expectations

6.1 Customers can expect updates at key milestones during the production process, including confirmation of materials sourced, progress on crafting, and notification when the item is ready for shipping or pickup.

6.2 Su Ma Highland Artisan will communicate via the customer's preferred method — email or phone — as indicated at the time of order placement.

6.3 Customers are encouraged to respond promptly to any approval requests, questions, or queries from our team. Delayed responses may result in production delays.

6.4 If a customer is unreachable for more than **14 consecutive days** during the production process, the order may proceed based on the last approved design and specifications. Su Ma Highland Artisan will not be held responsible for any dissatisfaction arising from decisions made during the period of non-communication.

7. Shipping & Delivery

7.1 Custom orders follow the same shipping terms and conditions as outlined in our existing **Shipping Policy**, which is available on our website.

7.2 Shipping costs will be quoted separately from the item price and are the customer's responsibility unless otherwise agreed upon in writing.

7.3 International shipping timelines vary by destination. Su Ma Highland Artisan is not responsible for delays caused by customs processing, import duties, taxes, or any fees levied by the destination country.

7.4 Tracking information will be provided to the customer once the order has been dispatched.

8. Final Sale Policy

8.1 All custom orders are final sale. Due to the personalized, handcrafted nature of custom items, returns, exchanges, and refunds are not available for custom orders.

8.2 The non-refundable deposit will not be returned if the customer cancels after production has begun.

8.3 If a customer cancels a custom order **before production begins**, the deposit may be partially refunded at the sole discretion of Su Ma Highland Artisan, minus any costs already incurred for sourcing materials or other preparatory work.

8.4 If a completed item arrives with a defect that is unrelated to its handcrafted nature — for example, significant damage sustained during shipping — the customer should contact Su Ma Highland Artisan within **7 days of delivery** to discuss a resolution. Please include photographs of the item and packaging when reporting any such issue.

9. Intellectual Property

9.1 All designs, patterns, sketches, and creative concepts developed by Su Ma Highland Artisan for custom orders remain the intellectual property of Su Ma Highland Artisan, unless otherwise agreed upon in writing.

9.2 Customers may not reproduce, distribute, or commercially use the designs created by Su Ma Highland Artisan without prior written permission from the business.

9.3 Customers retain full ownership and personal use rights of the physical item they have purchased.

10. Contact Us

If you have any questions about our Custom Orders Policy, or if you would like to begin a custom order conversation, we would love to hear from you. Please reach out to our team through any of the following channels:

Email: mathixu490@gmail.com

Phone: +84 36 437 5705

Website: <https://sumahighlandartisan.com/>

Our artisans and team look forward to working with you to bring your vision to life. Every custom piece we create carries with it the skill, care, and cultural heritage of the Sa Pa Highlands — and we are honored to craft something truly special for you.

Su Ma Highland Artisan | Sa Pa Highlands, Vietnam

This policy is effective as of May 2026 and may be updated at any time.

Please refer to our website for the most current version of this policy.