

Frequently Asked Questions

DoughBelles—Salt Dough Ornaments Roberta Shafer, 6 Davenport Street, Taunton, MA 02780
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What are the ornaments made of and will they last?

Each ornament is handmade of salt dough and is preserved with several coats of varnish. Stored properly during periods of high humidity, they will last indefinitely.

How do you recommend storing them?

Store them during periods of high humidity in a zip lock bag in a dry location. Care instructions are included with each ornament.

Can any ornament be personalized?

Each ornament is designed to be personalized on the front. Be specific with the names of family members, listing oldest to youngest or largest to smallest, etc. The date (year) will be added unless requested otherwise. Phrases like "1st Christmas— 2024" can be added to some ornaments, if requested. Call with any questions.

Can I change the size or colors of the ornament?

Some ornaments come in different colors or with different hair (Sports Bears, Angels, Dogs), but the design cannot be changed. Anything not in stock will take the custom order time of up to 2 weeks. We would contact you in this case.

When can I expect my order?

Orders will be processed and confirmed upon receipt. Allow 2-3 weeks for USPS delivery. Custom orders will take up to 3 weeks.

Last day for in-stock Christmas orders this year is December 7

What are your payment terms?

All orders must be prepaid by check or by Master Card or Visa. Credit cards will be processed through "Square" at no expense to the customer. Returned check fee is \$25.

What are your shipping charges?

See Order Form for Current Shipping Charges. Items are shipped Priority Mail through the USPS and usually take 2-6 days for delivery. Overnight and international orders would be priced accordingly. *Arrangements can be made for local pickup (southeastern Massachusetts) of prepaid orders at no expense.*

Is there a minimum or maximum order?

All orders are for in-stock items only and there is no minimum. Custom orders would be confirmed with the customer prior to processing.

Can an order be changed once placed?

Normally, once an order is placed and confirmed by e-mail or phone it cannot be changed if personalized.

What if I'm not satisfied with my order?

We will replace an ornament that is damaged in shipping or misspelled due to our error. Otherwise, all sales are final.

Additional Questions? We'd be glad to answer any additional questions by e-mail

robertashafer@yahoo.com or phone (508-823-6895). Our regular business hours are 9:00-8:00 EST.

Thank you for your order!