



FREQUENTLY ASKED QUESTIONS

HOW DO I PLACE AN ORDER?

Please contact us directly at hello@fmsnewyork.com to inquire about works from our catalog.

DO YOU OFFER CUSTOMIZATION?

All of the works are hand-made and can be fully customized in terms of size, color palettes, and materials. Fully bespoke commissions are accepted on a case-by-case basis. Please reach out to us directly with your custom needs: hello@fmsnewyork.com.

WHAT CAN I EXPECT FROM YOUR FINISHES?

Our pieces are fully hand-made. Any variations in color and texture are expected between pieces.

DO YOU SHIP INTERNATIONALLY?

We can accommodate worldwide shipping. All items ship directly from our studio in New York.

DO YOU ACCEPT RETURNS?

Due to the artworks being made to order, we do not accept returns or offer refunds, exchanges or credits. All payments are final.

HOW CAN I VIEW YOUR WORK IN PERSON?

Our works can be seen in person at physical locations in New York City, Los Angeles, and Milan. Samples can also be delivered worldwide to view in your own home. To schedule a viewing appointment or request a material sample, please contact us at hello@fmsnewyork.com

HOW DO I CARE FOR MY PIECE?

All artworks should be treated with care. We strongly encourage the use of coasters or glass coverings at all times to prevent the work from coming into direct contact with liquids or heat. Any spills should be removed as quickly as possible to avoid permanent damage and/or permanent discolorations.

Our cement surfaces can be cleaned with a dry, microfiber cloth or duster. The crushed aggregate materials used in the artworks only require light dusting to keep clean. Compressed or pressurized air cans are the easiest method to remove dust from the artworks.

To clean mirror surfaces, first use compressed air to remove the majority of loose dust. Then use a non-abrasive micro-fiber cloth in conjunction with an ammonia-free glass cleaner such as "Sprayway 50 Glass Cleaner" or similar to wipe mirror surface clean. Do not spray the aggregate portion of the artwork with glass cleaner.

Unless stated otherwise, all artworks should be kept indoors. Prolonged exposure to outdoor temperatures or humidities can increase the natural rate of which any artwork ages and can cause permanent damage. Any questions about care instructions should be directed to hello@fmsnewyork.com