



FREQUENTLY ASKED QUESTIONS

HOW DO I PLACE AN ORDER?

All *Open Edition* works are available for purchase through our e-commerce website. Please contact us directly at hello@fernandomastrangelo.com to order any works from our *Limited Edition*, *Mirror*, and *Flatworks* series.

DO YOU OFFER CUSTOMIZATION?

All of the works are handmade-to-order and can be fully customized in terms of scale, colorways, or materials. Fully bespoke commissions are accepted on a case-by-case basis. Please reach out to us directly with your custom needs: hello@fernandomastrangelo.com.

WHAT CAN I EXPECT FROM YOUR FINISHES?

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

WHAT ARE YOUR LEAD TIMES?

Lead times vary based on order and our current schedule but generally range between 8 - 12 weeks. Lead time begins with receipt of payments. If possible, we can expedite orders down to 5 weeks with a 30% mark-up.

DO YOU SHIP INTERNATIONALLY?

We can accommodate worldwide shipping. All items ship directly from our studio in Brooklyn, NY.

DO YOU ACCEPT RETURNS?

We do not accept returns or offer refunds, exchanges or credits. All payments are final.

HOW CAN I VIEW YOUR WORK IN PERSON?

If you would like to view the work, our studio is open by appointment only. Please schedule a studio visit with us directly at hello@fernandomastrangelo.com.

HOW DO I CARE FOR MY PIECE?

Our work is inherently delicate and should always be treated with care. We strongly encourage the use of coasters (or other protective barriers) 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 discolorations.

Our cement can be cleaned with a dry cloth or duster. Gentle, non-toxic all-purpose cleaners may also help alleviate any markings that may occur during regular use. Our crushed aggregates require only dusting to keep clean. Compressed or pressurized air cans are easiest to remove any dirt or debris. Otherwise, a vacuum with a soft brush head may also do the trick.