

Terms and Conditions

Minimum Order: US \$2,000.00. Once the Proforma Invoice/Purchase Order has been issued and confirmed by you, the client, modifications will not be possible. The client agrees to make the corresponding payment for the Proforma Invoice/Purchase Order.

Payment: We ask for 50% payment at the time of the order, to start production, and the remaining 50% payment at the time the order is shipped.

Production: Generally takes between 5-12 weeks from the date the 50% deposit is received. This depends on the items included in your order. Exact shipping date is provided upon receipt of your confirmed order and/or 50% deposit.

Shipping: We can quote you the shipping costs based on your order. We ship by sea and air, and we can offer a special price with DHL, door to door service, to our clients anywhere in the world.

Prices: All of our prices are FOB Guatemala City (by air), or FOB Santo Tomas de Castilla (by sea, Atlantic) or FOB Puerto Quetzal (by sea, Pacific).

Bar Coding/Labeling: At no extra cost, you can send us your artwork (PDF or JPEG) or send us your stickers and we will place them on your items.

Exclusive Product and Graphic Design: We can help you design your own custom made products and labels and we guarantee you exclusivity for your product design.

Prop65 Testing: We offer standard testing of our products: metal, paint, ceramic, cotton, etc. as required by your market. Upon request we can provide you with a quote for testing OR if your order exceeds \$.9, 000.00 testing will be performed at no extra cost.

Phytosanitary Certificate: When your order includes items made with seeds, upon request, we can provide you with a quote for phytosanitary testing/certification. If your order exceeds \$.5, 000.00 testing/certification is provided at no extra cost.

Fumigation: When your order includes items made with seeds, wood or natural reed baskets, if requested at the time of your order, we offer fumigation and certification. Prices depend on the total cubic meters of your order. If your order exceeds US \$.5,000.00 this service is provided at no extra charge.

Credit Note/Refund Policy: Please keep in mind that ALL of our products are high quality and 100% handmade therefore each piece is unique and imperfect. If for some reason your orders arrive with poor quality or incorrect packaging, you must notify us within 5 working days in order to receive a credit on your next order.



Quality Handcrafted Guatemalan Handi-

Irma Yolanda Zuleta is a Co-founder and oversees operations in Guatemala.

Irma, a native of Guatemala, attended/graduated from high school in the United States (1979-1988) and has worked in the handicraft production and export business for more than 15 years. Prior to teaming up with John Barker and Leslie Ecklund (see below) to start Precious Hands LLC, Yolanda worked for 3 years in sales in the internationally known JADES, S.A. based in Antigua, Guatemala and spent 12 years managing the Guatemalan operations for the European based handicraft export company, "De la Selva". All of this hands-on experience working with her people, the artisans, in Guatemala and clients from around the world has given Irma Yolanda a unique perspective on all aspects of the handicraft export business.

Irma Yolanda lives in Antigua, Guatemala where she regularly travels to the nearby villages of Chichicastenango, Panajachel, Chimaltenango and Tecpan to work with and visit the artisans and their families in their homes where they create their handmade crafts. Irma Yolanda recognizes that the success she has enjoyed in the handicraft export business is primarily due to the trust and respect she has developed over the years listening to and sharing her knowledge with her people, the artisans.

Participating in international trade shows in Frankfurt, New York and Hong Kong has made it possible for Irma Yolanda to meet and discuss her handicrafts with new and existing clients from around the world. These include information like, why products made from original Güipiles can not be made in other colors or designs. Güipiles are one-of-a-kind hand-woven clothes made and worn as blouses by the Mayan women; Discussing the process of making new products; the importance of using the best possible raw materials to assure top quality finished products. Over the years Irma Yolanda has been honest and open dealing with her clients and in turn they have remained loyal to her. Irma Yolanda's greatest joy, in her own words is "to introduce my clients from around the world to my people, the artisans and their beautiful handmade crafts."