

Frequently Asked Questions

Resin Keepsakes

Q: How much material do you require for inclusions?

A:

- **Ashes:** 1 teaspoon for small items; 1 tablespoon for larger items. Any unused cremains will be returned with your finished product.
- **Hair:** At least 1.5 inches of hair, preferably tied. Seal in a plastic bag, then place inside another plastic bag before shipping in a bubble envelope. If shipping with other inclusions like ashes, clothing or other small items, ensure each is individually double-bagged.
- **Umbilical Cord/Placenta:** Must be dried; placenta capsules are preferred for inclusion.
- **Teeth:** These can be crushed or whole, depending on the size of the item.
- **Clothing:** A 1-inch square for small inclusions or a 3"x 3" piece for larger inclusions.

Q: How should inclusions be packaged for shipping?

A: All inclusions must be double-bagged in sealed plastic bags and shipped inside a bubble envelope with a tracking number. If sending multiple inclusions, ensure each one is individually double-bagged and clearly labelled.

Q: Can I wear my resin jewellery in water?

A: Occasional hand washing is fine, but avoid wearing your jewellery while doing dishes, showering, or swimming to maintain its quality.

Q: How do I clean my resin jewellery?

A:

1. Mix mild liquid soap with warm water to create a soapy solution.
2. Dip the jewellery into the solution, then gently rub all surfaces with a soft cloth.
3. Rinse with warm water and dry thoroughly with a soft cloth.
4. Baby wipes are safe to use.

Q: What if I lose my custom-made stone?

A: Where is possible, an extra stone is provided with each piece. If a replacement is needed, send back the extra stone along with the setting, and we will reset it at no cost.

Q: Will the rings turn my finger green?

A: Plated items (e.g., rose gold or yellow gold-plated) may wear over time with regular use.

Q: Can resin items be displayed outdoors?

A: Resin is durable, but prolonged exposure to sunlight can cause yellowing over time due to UV sensitivity. If you wish to display your resin item outdoors, we recommend placing it in a shaded or covered area to minimize direct sun exposure.

Q: Is resin heat-resistant?

A: Resin can withstand moderate to high heat but is not fully heatproof. Avoid placing hot items, like pans or mugs, directly on resin surfaces to prevent damage.

Q: Can resin items be repaired if damaged?

A: In some cases, minor scratches or chips in resin can be polished or filled. Contact us for advice or repair services if your item sustains damage.

Q: Are resin items food safe?

A: While some resins are labelled as food-safe once cured, our resin products are decorative and not intended for direct cooking or cutting. In the kitchen, use them as display pieces, serve cold bites, cakes etc. We don't recommend cutting food on resin items or use them to mix food.

Q: Why do resin items sometimes have small air bubbles?

A: Resin cures in layers, and while we take every precaution to minimize bubbles, small air bubbles may occasionally appear due to the nature of the material. These are part of the handmade process and add to the unique character of the piece.

Q: Can I include non-traditional items in my resin piece?

A: Yes, resin is versatile and can preserve many types of materials, from fabric and dried leaves to metals and small trinkets. Contact us to discuss the feasibility of including specific items.

Q: What happens if my resin piece changes color over time?

A: Resin may develop a slight amber tint over time due to natural aging. This process can be slowed by keeping the item out of direct sunlight and away from heat sources.

Q: Can I request a custom mould or shape for my resin item?

A: Let us know your ideas, and we'll work together to create a one-of-a-kind piece.

Q: How should I clean resin items?

A: Resin can be cleaned with a soft cloth and mild soap. Avoid abrasive cleaners or scrubbers, as they may scratch the surface.

Q: What's the difference between epoxy resin and other types of resin?

A: Epoxy resin is the most commonly used resin for art and casting due to its clarity and durability. Other types, like polyester or UV resin, have specific applications but may not provide the same quality or finish.

Q: Is resin safe for the environment?

A: While resin is not biodegradable, we take steps to minimize waste during production and encourage the use of meaningful inclusions to create long-lasting keepsakes, reducing the need for disposable items.

Q: What if my resin piece doesn't look exactly like the example photos?

A: Resin art is handmade, and each piece is unique. Variations in colour, texture, and inclusions are normal and add to the individuality of your item.

Shipping and Returns

Q: How should items be shipped?

A: All items must be sent with a tracking number. Double-bag inclusions and place them in a bubble envelope to prevent damage and moisture during transit.

Q: Do you ship internationally?

A: We don't ship internationally for the moment.

Q: Are there refunds or returns?

A: Due to the custom nature of our products, we cannot accept returns or exchanges. However, we are committed to addressing any concerns you may have. All sales are final.

Kokedamas and Terrariums**Q: What materials are required for kokedamas?**

A: For kokedamas, we use fresh flowers, natural moss, and soil. You may request specific plants, but sourcing time may vary depending on seasonal availability.

Q: How long does it take to make a kokedama or terrarium?

A: The process typically takes 15 business days to ensure proper sourcing and preparation of materials.

Q: How should I care for my kokedama or terrarium?

A:

- **Kokedamas:** Lightly mist the moss regularly and submerge the ball in water once a week. Place in indirect sunlight.
- **Terrariums:** Keep the soil slightly moist but not soggy. Avoid direct sunlight to prevent overheating.

Q: Can I customize my kokedama or terrarium?

A: Yes! You can request specific plants, moss types, or decorative elements. Customization options will be discussed before production.

Q: How do I ship plants or moss for my custom order?

A: Ensure plants are properly hydrated before shipping and packaged securely to prevent damage. Use tracked shipping to ensure safe arrival.

Preserved Moss Art**Q: What is preserved moss?**

A: Preserved moss is natural moss that has been treated with a special solution to maintain its soft texture and vibrant colour without the need for sunlight, soil, or water. It is a low-maintenance and long-lasting option for indoor decor.

Q: Does preserved moss require any care?

A: No, preserved moss requires no watering, trimming, or sunlight. It is designed to be maintenance-free. Simply avoid placing it in direct sunlight or high-humidity areas, as this can affect its longevity and colour.

Q: How long does preserved moss last?

A: With proper care, preserved moss can last 5–10 years or even longer, maintaining its vibrant appearance over time.

Q: Can preserved moss art be customized?

A: Yes! You can choose from various moss types, colours, and designs to fit your space. We also offer the option to incorporate other natural elements like wood, stones, or decorative accents into your piece.

Q: Is preserved moss safe for pets?

A: Yes, preserved moss is non-toxic and safe for pets. However, it is not intended for consumption, so we recommend placing it out of reach of curious animals.

Q: What are the size options for preserved moss art?

A: We offer a range of sizes, from small wall-mounted pieces to large installations. Custom sizes can be discussed to fit your specific needs.

Q: Where should I display my moss art?

A: Preserved moss art is best displayed indoors in areas with stable humidity and temperature levels. Avoid direct sunlight and places with excessive moisture, like bathrooms with poor ventilation.

Q: Can I order preserved moss art for a commercial space?

A: Absolutely! We create bespoke moss art for offices, restaurants, hotels, and other commercial spaces. Contact us to discuss your project needs.

Q: What materials are used in preserved moss art?

A: Our moss art includes preserved moss varieties like reindeer moss, sheet moss, or mood moss. We can also include wood, bark, stones, or decorative elements to enhance the design.

Q: Can preserved moss art be shipped?

A: Yes, preserved moss art is carefully packaged and can be shipped. For larger pieces, we may recommend special handling or delivery arrangements to ensure safe transit.

Q: How long does it take to create a preserved moss art piece?

A: Depending on the size and complexity, most pieces take 10–20 business days to create. Large or highly customized pieces may require additional time.

If you have any further questions or wish to discuss a custom design, feel free to contact us at info@savaboutique.co.uk.