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Welcome all to the July Newsletter. Sorry for the delay - life has been a bit hectic, but is now pretty much back to normal. Your patience over the past month has been so much appreciated.

## The Website:

### Wishlists are back!

A software glitch from the developer, has now been resolved. Unfortunately, I had to blow away your existing Wishlists, but the functionality is now fully operational.

### New Payment methods:

For my international clients, I now offer **Wise** International Bank transfer, Pay in your own currency, with minimal conversion fees. Read about it here: <https://wise.com/au/>

I am introducing **WizPay** to the site. For you the consumer, It works just the same as **Afterpay** - split your spend over 4 fortnightly instalments. But, it's an Australian company, and charges me much less in fees! Once it comes online, I would appreciate your feedback, as I won't be keeping both AfterPay and WizPay.

### Customer Gallery:

I have seen some amazing artworks you have made, and so have re-created the Customer gallery. Email an image of your artworks, especially those using my product, to me at [info@merlinmosaica.com.au](mailto:info@merlinmosaica.com.au), and I will add it to the gallery. Square images work best. Use "Customer Gallery" as the email subject, and please include the name of the work, if it has one.

### Site Reviews:

I have received some wonderful reviews - thankyou all. I treasure everyone of them. You can scroll through them all using the "< >" symbol below them, or follow the "See All Reviews" link in the footer. Did you know, you can add a photo to your review as well?

## New Product:

My new translucent **epoxy grout** has arrived in Australia. The supplier is hoping to ship it to me next week. The pale grey and graphite are available currently, white is on its way.

I am now offering a wonderful German engineered **Kristal 1S Grinder**. The Kristal 1S has a very

*"Art is how we decorate space;  
music is how we decorate time."*

*Jean-Michel Basquiat*





heavy duty motor, and comes with a 12 months manufacturers warranty. It comes equipped with a 19mm standard grit bit.

For those of you who would appreciate multiple heads (different sizes, different grits, or even just a different set for ceramic as opposed to glass, I am also offering the **Quick Fit Bits** (system 200) range of quick release grinder heads and bits. Two head sizes (19mm or 25mm), and 3 grits - Rapid (80-100 grit), Standard (100-120 grit) and Fine (200-300 grit). These suit a variety of grinder brands: Glastar G-8, Diamond Tech, European style grinders, and The Grinder.

## The Nippers:

So good, I thought they deserved their own special paragraph! Our amazing QEP Glass nippers continue to sell well. My in-house stocks have all gone, but I have a shipment currently with Australian Customs, waiting for release. Once they arrive, I will ship them out. They are for glass only, and have received a wonderful review from Peter Twining (Australia's National Treasure, hehe), and are getting great feedback from many mosaicists in the US and here.



## Out of Stock Product:

Due the success of the Choose CBR initiative, I have not had the time to arrange re-stocks, but that is my current focus. Expect to see some re-stock arriving over the next few weeks. A number of out of stock items will be retired.

First cab off the rank will be a re-stock of my popular **stained glass & mirror**. I'm looking into changing the package sizes - making the standard 10x20cm sheet a little larger, and doing away with the small 6x20cm sheets altogether. This would reduce the amount of cutting I have to do when I receive a shipment.

I will also be offering my remaining 3x20cm sheets in **mixed colour packs**: Opaque/Streaky, Translucent, Mirror, Iridised, and Clear Textures. The Translucent and clear textures will be particularly useful for glass-on-glass.

## Special Order Products:

I have created a category for Special Order Products. These products aren't held in stock but are available for order. They are ordered from my supplier at the time your order is placed. This gives you access to products that I wouldn't usually stock providing a greater choice.

As a special order, there are specific conditions that apply. Please read the following carefully before placing your order:

- There are no returns, cancellations or exchanges on Special Orders. They are just that - I order them for you
- I recommend placing these orders separately from other (in=store) items, as your order will not be sent until the Special Orders Items have arrived.

## In the Pipeline:

I have so many plans that I am unable to speak of just yet but rest assured, they are all good, and terribly exciting. Expect to see more tools, more glues and more substrates in the near future.

Let me know if there is something that you would like me to investigate on your behalf.

## The Merlin Lounge:

Membership of the Lounge continues to grow at a healthy pace. This is heart-warming, as it indicates that more people are becoming aware of my store. If you haven't joined, please drop in and join us on Facebook.

## Google & Facebook Reviews:

Like us? Leave a review on **Google**. It would really help my business a lot ...

<https://g.page/merlin-mosaica/review?np>

Also, if you can, please give me a shout out on **Mosaics Australia**, or one of the other more general Mosaic Facebook pages.

Till next time ...

*Ali*

