



- Check out the Customer Gallery
- Have you seen the Clearance Bin?
- Eco-friendly packaging
- Something for the Fusing fraternity

All about Payment methods
Changes to Free Post
De-stocking and Re-stocking
Exciting Future Plans

Welcome all to the **September** Newsletter. I somehow missed one in August! A bad run of ill-health, a nasty fall and a car accident have meant that I have been unable to achieve all I normally would. But, my car is under repair, and I am healing, so all is on the improve!

The Website:

Payment methods:

PayPal is now only an option for international clients, to make it easier for them. I am finding that most Australian customers are happy with the other methods I offer, and it removes a lot of aggravation

I have decided to stick with **AfterPay** and remove **WizPay**. It just didn't seem to work for me.

I can't stress too much that, if using Direct Bank transfer, you **MUST** send through proof of payment before orders are packed. I have had an instance of where I sent out an order on faith, and unfortunately the customer is not taking my calls, and the account remains unpaid.

Customer Gallery:

Wow! Have you looked at the Customer Gallery recently - how clever are you all?

Product Reviews:

I would love to see more reviews of actual product on the product page. On the actual listing, there are two tabs - Description (open by default) and Review. If you click on the Review tab, you can leave a product review - enter the number of stars, and write a bit about how you found the product, and earn 50 points along the way - too easy!

Stained Glass Section Reorganised:

I've played around with the stained glass menu. You can now select Transparent, Translucent or Opaque glass, as well as the standard Iridised and Mirrored selections. My **transparent** range includes wonderful coloured glass which allows the light and images to shine through. **Translucent** Glass allows light through, but obscures visual details. I am also stocking **fusible** glass - 500 gram packs of multi-coloured glass (96COE) and Black and clear dichroic pieces sold by weight (also 96COE) - expensive stuff, but sooo eye-catching. Just be aware - 96COE glass is perfectly fine for normal mosaics.

Mere colour, unspoiled by meaning and unallied with definite form, can speak to the soul in a thousand different ways.

Oscar Wilde





Product Shipping:

- I have not put **domestic shipping** up at all, although Australia Post have announced a price rise. I will absorb any increases as long as I can.
- I offer **FreePost** on orders of \$150 or over. However, a number of items are NOT eligible for Freepost, and any orders including these items will incur normal postage. These items are typically those that do not ship in a standard post box. I either have to source special boxes, or fabricate packaging to suit. The products all have this clearly marked on the listing.
- **Eco friendly packaging:** Most of you will have seen my new packaging. I am packing product in honeycomb paper wrap, and using Edo-Peanuts as void fill. The peanuts break down in water, and are anti-static, which is a great thing. Should your order arrive with bubble-wrap, rest assured that it is all re-cycled. I have an American Supplier who uses a lot of bubble-wrap bags, and I re-use these for tile packs.

Re- Stocking Product:

I am currently cutting my latest delivery of **stained glass**. There is quite a lot of it, and so it is taking some time. There are some absolutely amazing transparent and translucent colours coming in, as well as the beautiful Skydome, Silk Jewel and French Opal Pink (to name a few).

You may have noticed that I am cutting this glass in a new larger size. This reduces the time spent of packing and loading the glass, and also makes storage much simpler. Glass will now only be offer in a 135x200 or 130x200 (depending on brand). The small off-cuts are being sold as mixed packs.

I also have another mini-order of glass on its way as well, and I am in discussions regarding another variety of glass.

As you are aware, much of my stock comes from overseas. Due to the impacts on shipping of COVID, not only does it take longer, but it is also increasing in price. So, unfortunately, some of my **prices** will have to rise. I will keep price rises to a minimum where I can, but some are inevitable. Many of my suppliers have also increased their prices for the same reason.

De-Stocking Product:

I have decided to de-stock certain product lines for a variety of reasons: higher than normal price rises, too many product lines (yes, I do have a lot), and a desire to clear the decks for some new offerings.

You may have noticed the new **Clearance Bin**. Yes, that's right. Not a sale - but a de-stock. Savings currently range from 20% to 50%, and are available on Seed Beads, other beads, packets of product and sheet files (full sheets and part sheets). Some of these are very lovely products, but I need to make way for even better products!

In the Pipeline:

- I am currently finalising a supply of a superior range of **bulk** glass tiles - 10mm square and 25mm square, in solid colours, iridised and some wonderful textured metallics. These tiles cut well and are very easy to work with. Stay tuned!!
- Wonderful **Garden shapes** designed for glass-on-glass on their way - finalising fabrication now.
- MDF **substrates** - different shapes and profiles - coming in-store very soon
- A new range of grout **colorants** is coming

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

