

## Information for Sales People at Artisans on fifth Featured Artists: Gwen and Mike Hertz

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### Artist: Gwen Hertz, Wire-wrapping jewelry artist

Materials: Wire-wrapped semi-precious gemstones and handmade glass “gemstones”. Handmade glass earrings, other wire-wrapped earrings and bracelets, Swarovski crystals, Czech glass nail files, Canadian coins (coming soon).

### Helpful Information for the customer:

- Each product is a unique design by Gwen. She does not make the semi-precious gemstones but purchases them. All glass is unique handmade, custom-blended glass.
- All wire used is either Sterling Silver or 14kt gold-filled wire.
- Most crystals used are genuine Austrian Swarovski.
- Nail files are genuine Czech glass that are ordered from the Czech Republic. The nail files have handmade fused glass on the top of them and come with a black velvet case.
- Gwen does not like to take customer orders and does not do jewelry repair unless it is to one of her products.
- Soon she will have a collection of wire-wrapped Canadian collector’s coins available. The coins are 99.99% pure Silver and are wrapped for pendants in Sterling Silver. They will come in the original Canadian mint box with small brochure that comes with each coin. The coins have special features such as colors or eyes that glow in the dark. They come directly from the Canadian mint.

### Packaging Instructions:

- Jewelry boxes of all sizes are in 1) the drawer under the west jewelry case or 2) in a black box under our glass artwork.
- Extra gold and silver-plated chains and chokers, and Sterling Silver chains are available in the drawer under the west jewelry case. These are priced individually in case a customer wants to change the chain.
- Bracelets can be adjusted to make them either larger or smaller. A package with instructions is in the jewelry drawer under the west jewelry case. Have customer complete a form after purchasing the bracelet. Leave the completed form and bracelet in drawer for Gwen. She will contact customer when finished.

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### Artist: Mike Hertz, Fused Glass Artist

Materials: Limited edition art glass is used for lamps. Other fused glass items are made with art glass. 60-watt light bulbs in lamps.

### Helpful Information for the customer:

- Each product is a unique color that varies by the glass and technique used.
- Most lamps have a 60-watt stick light in them, but any 60-watt bulb will work. The track lights must be hung from a track to work properly. LED bulbs are used to keep the lamp cool – no heat is generated by the bulb.

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- The clocks can be packaged with a specially-made cover for the hands to prevent damage.
- Consult the Classy Creations website at [www.classycreationsglass.com](http://www.classycreationsglass.com) for more information about exactly how the fused glass items are made.
- Mike will take custom orders for lights. Customer must contact Mike personally to do this.
- Mike does not do any fused glass repair work unless it is to his product.

### Packaging Instructions:

- Large boxes are usually available for lamps and are stored on the top shelf of the metal rack in the back room. These boxes must be assembled using clear packing tape. Let Mike know if there are no boxes left.
- Covers made of cardboard and Styrofoam to protect clock hands are stored in one of the black boxes under the glass artwork. Instructions on how to use them are on the covers. Tape them on with blue masking tape or clear packing tape.
- Wrap all glass in either blank newsprint or bubble wrap.