

FAQ's

FREQUENTLY ASKED QUESTIONS

Q: How does Vesta handle orders?

A: Orders can be placed via:
 Fax: 864-225-0228
 Email: sales@vestadraperyhardware.com
 Phone: 800-638-3782 (established accounts)
 All first-time orders require a Tax ID Number or Retail Certificate

Q: What forms of payment are accepted?

A: Vesta accepts American Express, Discover, MasterCard, Visa, Company Check, and C.O.D.

Q: What is the best way to clean brass?

A: Typically, a dry dust cloth is all that is required. In some cases, a solution of warm water and mild soap can be used. **DO NOT USE ANY HARSH CHEMICALS OR ABRASIVES.** All brass is polished and lacquered. Gloves should be worn during installation to protect the surface finish.

Q: What is the best way to clean aluminum?

A: Typically, a dry dust cloth is all that is required. In some cases, a solution of warm water and mild soap can be used. For stubborn areas like fingerprints, a multi-purpose cleaner such as Ballistol® can be used to clean the surface area. **DO NOT USE ANY HARSH CHEMICALS OR ABRASIVES.** Gloves should be worn during installation to protect the surface finish.

Q: How is shipping handled?

A: Vesta uses various shipping companies to deliver your order. Due to the nature of our product rods/tracks are sometimes packed separately from the hardware. As a result, the smaller packages are handled differently than the longer packages, and on occasion delivered at different times. This applies to ground-shipped packages only. Premium air service is backed by a delivery guarantee for all packages tendered. If and when feasible we can pack everything in a large, corrugated tube or Reddi-Crate® box. Vesta ships all orders complete on the same day unless instructed otherwise. **ALL SHIPMENTS SHOULD BE INSPECTED UPON RECEIPT.** For damages that are visibly blatant, we suggest that you refuse the shipment. At a minimum, notes must be made on the Bill of Lading for LTL shipments and reported to Vesta immediately. For concealed damage when no physical evidence is apparent, a report must be made within five business days to honor the claim.

Q: How are shipping charges calculated?

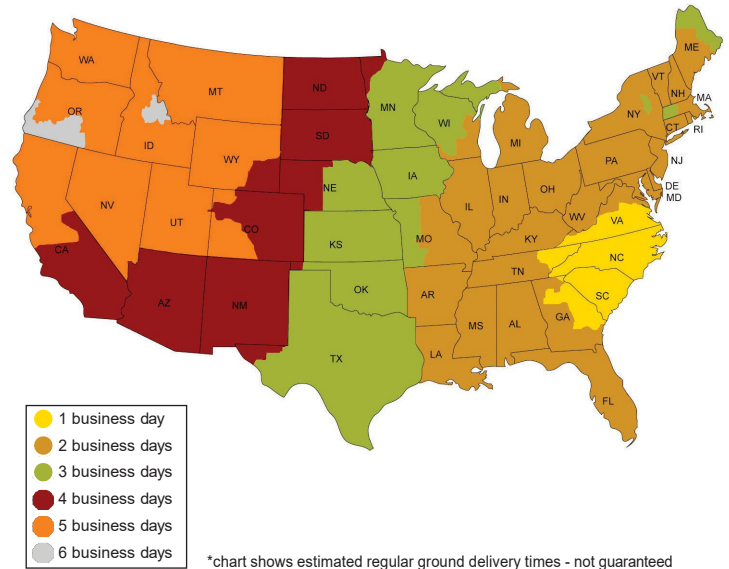
A: The shipping trade has changed in recent years, and the effects have been felt throughout our industry. Terminology such as "over length" and "extreme length" are now used by carriers to classify packages within a certain DIM (L x W x H) range to rate shipments. Any package measuring 97"-108" will be rated at the 90 lb. ground rate. All LTL packages measuring 119"-144" are classified as standard LTL. Packages that are greater than 144" are classified as "extreme length". The majority of LTL carriers have adopted standard flat "extreme length" surcharges ranging from \$21-\$175. All rates vary depending on geographical location. We check all carrier rates for the best possible rate.



Shipping Time Estimates

The chart below displays an estimated delivery time from our location in Pendleton, South Carolina via "regular ground" services. You may inquire about premium delivery options and estimated delivery charges at the time you place your order.

Vesta ships to locations in the domestic United States including Hawaii*, Alaska* and Puerto Rico* (please call for estimated freight to destinations marked with an asterisk).



COLLECTIONS GROUPED BY PRIMARY MATERIAL

ALUMINUM COLLECTIONS

City Scapes	10-11
Deco [R]	16-17
DecoTrax	18-19
Eco-Deco.....	20-21
GeoLux	26-29
Le Mans.....	38-39
Motopia.....	44-45
Novi	46-47
Purtec.....	50-53
Techno Topia	56-57
Techno Track	58-59
Titan Track	60-61

ACRYLIC COLLECTIONS

Crystalene.....	14-15
-----------------	-------

BRASS COLLECTIONS

Brise Brise.....	6-7
Castilian	8-9
European Elegance.....	22-23
Mistral	42-43
Opera.....	48-49
Royal Britannica	54-55

CRYSTAL COLLECTIONS

Crystal Magic	12-13
European Elegance.....	22-23

RESIN COLLECTIONS

Hunley	34-37
--------------	-------

STEEL COLLECTIONS

Apollo	2-3
GeoLux	24-27
Helena	28-29

WOOD COLLECTIONS

Highland Timber.....	30-31
Hunley	34-37

WROUGHT IRON COLLECTIONS

Blacksmith.....	4-5
Mediterranean	40-41

see us online at:

www.vestadraperyhardware.com

© 2022/2024 Vesta Incorporated

All images and copy included in this printed catalog and in our online showroom are produced for our purposes. No images or text may be duplicated in any form without Vesta's expressed written consent. Colors and finishes should be close, but customers should expect slight variations due to the processes involved in four-color printing and posting material online. Vesta is providing these materials in good faith and may not be held responsible for any typographic errors regarding our products, our pricing, or product availability. Furthermore, Vesta is not responsible for any outages or discontinuance from our suppliers. The responsibility of determining an appropriate collection and diameter to properly support the weight of any proposed window treatment ultimately rests with the person placing the order or their installer. Vesta can only make generalized recommendations based on information provided by the customer.

All merchandise should be inspected immediately upon receipt to resolve any claims with all parties involved in the transaction. Special order items CAN NOT be returned. There may be a 25% restocking fee associated with any returned merchandise and in ALL instances, accepting any returned merchandise is subject to Vesta's inspection.