

# 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 120"-143" are classified as "over length". Packages greater than 144" are classified as "extreme length" FedEx Freight has adopted 4 new categories of "extreme length" surcharges ranging from \$480 - \$1,015. All rates vary depending on geographical location. We check all carrier rates for the best possible rate.



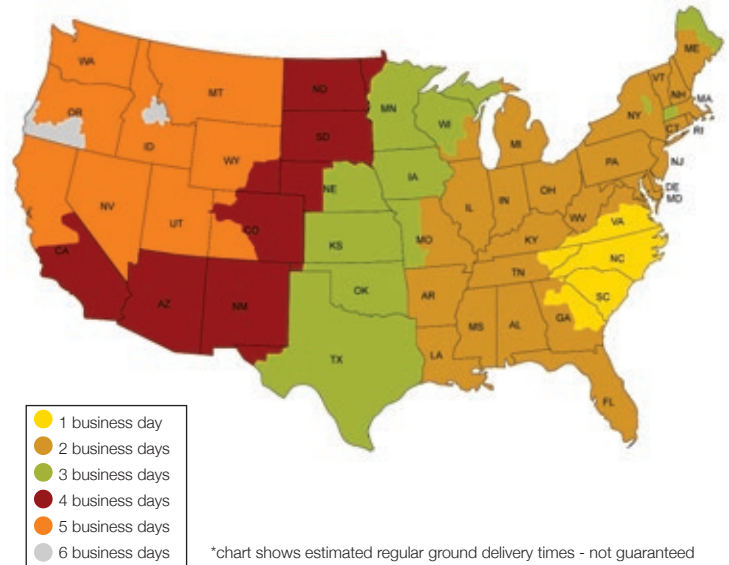
109 Welpine Ridge Road  
 Pendleton, SC 29670  
 800.638.3782



## 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 CATEGORY

TRADITIONAL	5-29	TRACK SYSTEMS	45-65
BLACKSMITH	6-7	DECO [R]	46-47
BRISE BISE	8-9	DECO TRAX	48-49
CASTILIAN	10-11	NOVI	50-51
EUROPEAN ELEGANCE	12-13	ECO-DECO	52-53
HELENA	14-15	GEOLUX TRACK	54-57
HIGHLAND TIMBER	16-19	LE MANS TRACK	58-59
HUNLEY	20-23	PURTEC MANUAL	60-61
MEDITERRANEAN	24-25	TECHNO TRACK	62-63
OPERA	26-27	TITAN TRACK	64-65
ROYAL BRITANNICA	28-29		
MODERN	31-43	CORD CONTROL	67-73
APOLLO	32-33	TECHNO TOPIA	68-69
CRYSTALENE	34-35	PURTEC CORD	70-71
GEOLUX MANUAL	36-39	DECO [R] CORD	72
LE MANS MANUAL	40-41	HUNLEY CORD	73
MISTRAL	42-43		
		MOTOR CONTROL	75-79
		MOTOPIA	76-77
		PURTEC MOTOR	78-79

see us online at:  
[www.vestadraperyhardware.com](http://www.vestadraperyhardware.com)

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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.