

# Questions & Answers

Name of Company: Village Wrought Iron, Inc.  
Primary Contact Email: [cs@villagewroughtiron.com](mailto:cs@villagewroughtiron.com)  
Primary Contact: Customer Service  
Primary Contact Phone #: (315) 683-5589 Ext.#14  
Primary Contact Fax #: (315) 683-5598  
Warehouse location: 7756 Main Street, Fabius, NY 13063

## **About our product?**

Village Wrought Iron, Inc. is a family owned business that was founded in 1975 on the basis of providing you with finely crafted wrought iron styled products that are American Made right here in Central New York.

The term "Wrought Iron" truly refers to our products as a description only, much like garden furniture, fencing and gates. The material "Wrought Iron" is no longer produced or available on a commercial scale but the iron we use (like wrought iron) is low-carbon and is also made and manufactured right here in the U.S.A.

The traditional methods that we have and continue to use in making our products include cutting, shaping, bending, punching, hammering, grinding and welding. Not all products require every process listed but most do! Therefore the word "Wrought" meaning (worked) by hand as they are made and bent is still used when describing our products.

All products listed as Flat Black have an exceptional baked on powder coated finish which is perfect for indoor or outdoor use, and ensures that our customers will enjoy each piece for many years.

## **Pricing Policy**

1. Do you have a MSRP Manufacturers Suggested Retail Price? [We suggest the "Keystone" method.](#)
2. Do you have a MAP Minimum Advertised Pricing Policy?  
[Below is what appears on the second page of our Drop Ship Application:](#)

[I, the undersigned, agree to sell Village Wrought Iron Products only through my web site \(as listed in this two page application\) and my physical retail store \(if I have one\). E-Bay and Amazon Stores are acceptable.](#)

[I, the undersigned, will not promote or sell the Products through any other sales channel including, but not limited to, E-Bay Auctions or any other internet auctions. I also have read and agree to the charges listed on this page.](#)

3. Do you charge a drop ship fee? If so, how much and is it per item or per order?  
[The drop ship fee is 5.50 per order plus, all applicable shipping and handling charges with UPS, FedEx or USPS.](#)

## **Shipping**

1. What shipping carriers do you use?  
[UPS FedEx and USPS.](#)
2. How do you calculate shipping costs?

Once an order is placed, the cart provides an estimated shipping cost based on the total cost of the order. If the estimated shipping cost is more, an additional shipping cost will be added. All balances must be paid before the order will ship.

If the estimated shipping cost is less, a refund will be issued for the difference.

## **COSTS AND FEES**

Please note that our standard shipping method for all Drop Ship Orders is UPS Ground or USPS Priority. The following fees are charged per order:

**\$ 5.50** **DROP SHIP FEE** is per order not per product. This fee does not include the actual shipping charges.

### **Expedited Services**

Overnight, 2nd Day, - You must specify in the "**Notes**" section of your order if you require expedited services. The cost of the expedited service will be added to the order. All balances must be paid before the order will ship.

## **SHIPPING CHARGES**

This part of the cost reflects the actual UPS FedEx or USPS Charges. Please Note: UPS, FedEx, and USPS consider some packages oversized due to the box dimensions and weight. They are charged as "Dimensional Weight". Additional "Dimensional Weight" handling cost will be added to your cart automatically.

### **ALL SHIPMENTS TO P.O. BOXES MUST GO BY USPS.**

UPS and FedEx are not able to deliver to P.O. Box addresses.

### 3. What is your TURN AROUND TIME?

All Drop Ship orders must be placed at our website and are normally shipped within 1 to 3 Business Days unless the item is out of stock. If you have an order with an out stock product, you will receive an e-mail advising you when the product will be available to ship.

Shipping continued.

4. Is there an opportunity for expedited shipping?

#### **EXPEDITED SERVICES**

Overnight, 2nd Day, - You must specify in the "**Notes**" section of your order if you require expedited services. The cost of the expedited service will be added to the order. All balances must be paid before the order will ship.

5. What is your average backorder release time?

1 to 3 weeks for stock products

***\*CUSTOM PRODUCTS- allow 4-6 weeks\****

6. What is a long backorder release time?

4 weeks

7. What is your policy if a package does not arrive to the customer?

Once your order is shipped, a tracking notification from Shipstation will be emailed. You may also login to your account and view the tracking number.

If your customer does not receive their order, please contact our office and we will submit a Lost Claim to UPS, FedEx or USPS.

8. What is your policy if the item is damaged in transit?

You need to notify us what the damage is and advise your customer to keep the packing materials and box until we determine what will need to be done with the damaged product. All UPS and FedEx packages are automatically insured up to \$100. USPS Priority or USPS Priority Flat Rate packages are automatically insured up to \$50. If you wish to insure for more or are shipping using any other type of USPS shipment options, you must request insurance by asking for it in the "**Notes**" area in the cart.

Note: Third Party Accounts, you must place the claim.

9. Can we get tracking information for shipped merchandise? How?

Once your order is shipped, a tracking notification from Shipstation will be emailed. You may also login to your account and view the tracking number.

10. What is the shipping address (with zip code) from where the items will be shipped?

Distribution Center, 7756 Main St., Fabius, NY 13063

## **Returns**

1. How long do customers have to return items?

Product must be returned within 30 days from the day it was purchased. We must be contacted prior to the products being returned and we will issue a RMA #.

2. Do you charge a restocking fee for Drop Ship orders that are returned? If so, what is it?

Not at the present time.

3. Do you require the customer to return the items via any particular carrier?

Returns are made at your customer's expense. We accept returns that have been authorized by UPS, USPS or Fed Ex. Please advise your customers that they must be returned in perfect condition.

4. How quickly from the time you receive the returned product will we be issued the credit?

We will credit your account within 14 to 21 business days (for the product cost only) once we have received the product in our warehouse damage free.

## **Images and Product Information**

1. How can we access images?

Once you have faxed or e-mailed your completed and signed Drop Ship Account Application form, you will be charged a registration Fee. The cost is \$15 and will be charged to your account only upon approval of your application.

Images and pricing sheets are provided to customers that have been approved and granted access to the website. The links to product's UPC, price sheets and photos will be emailed only to approved accounts.

## **Customer Service**

1. Who can we contact for customer service issues?

Customer Service may be reached at (315)-683-5589 Extension #14.  
The email account for Customer Service is [cs@villagewroughtiron.com](mailto:cs@villagewroughtiron.com)

2. Is there someone the customer themselves can contact in case we can't help them?  
If so, who?.

You, are your customers ONLY contact.

3. Can we get regular stock updates from you? If so, how?

Our website updates daily indicating what items are out of stock  
and the restock date.

If you have placed an order, we have an item that is out of stock,  
you will receive email stating when it will be available to ship.

## **Order Fulfillment**

1. What is the best way to place an order with you?

Orders must be placed at the website.