

## **Questions from Drop Shippers**

Name of Company: Village Wrought Iron, Inc.  
Primary Contact Name: Customer Service – (315) 683-5606 Extension #10  
Primary Contact Email: info@villagewroughtiron.com  
Primary Contact Phone #: 315-683-5606  
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 the order is packaged and weighed, the shipping charges are the actual costs through UPS FedEx or USPS.

### **COSTS AND FEES**

Please note that our standard shipping method for all Drop Ship Orders is UPS Ground.  
The following fees will be charged per order:

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

### **OPTIONAL SERVICES**

Overnight, 2nd Day, 3 Day Select, or a Rush - Ground Order require special handling internally to ensure they are processed on time. We are only able to ship using UPS for these services

### **SHIPPING CHARGES**

This part of the cost reflects the actual UPS FedEx or USPS Charges. Don't forget that all products that are over 48" long (when boxed) will have **Additional Handling Charges** added to the UPS, FedEx or USPS Shipping Cost.

**ALL SHIPMENTS TO P.O. BOXES MUST GO BY USPS.** UPS and FedEx are not able to deliver to P.O. Box addresses. If you wish to have a Delivery Confirmation on USPS shipments to a P.O. Box you must request this in the shopping cart under the Special Instructions area. USPS does charge a nominal fee for this service. If you request USPS Priority, the Delivery Confirmation fee is already included in the shipping costs.

3. What is your TURN AROUND TIME?

All Drop Ship orders must be placed through our website and are normally shipped within 1 to 3 Business Days, unless the item is out of stock. If you have an order for a product that is out of stock, 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?

#### **OPTIONAL SERVICES**

Overnight, 2nd Day, 3 Day Select, or a Rush - Ground Order require special handling internally to ensure they are processed on time. We are only able to ship using UPS for these services

5. What is your average backorder release time?

1 to 2 weeks for stock products/ current Catalog products not marked CUSTOM.

6. What is a very long backorder release time?

3 weeks

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

When your order is shipped, we email you a copy of the invoice that lists the tracking number on it or you may view it at our website.

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 items are 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 Special Instructions area in the cart.

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

When your order is shipped, we email you a copy of the invoice. In the body of the invoice is the UPS, FedEx and USPS Priority tracking number. You will also get an email from UPS and FedEx with the tracking number if that is the method of shipping you requested.

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 notified prior to the products being returned by, submitting a Return Authorization Request at the website.

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 Drop Ship Account Application form signed to our office and have been approved, you will be charged the \$15 Registration Fee. We will then e-mail you a spreadsheet that includes all of our products, codes, descriptions, sizes, shipping weights and wholesale pricing for products shown in our current catalog. We also give you a link that will enable you to download the pictures of all products shown in our current catalog for internet use. The cost is \$15 and will be charged to your account only upon approval of your application.

## **Customer Service**

1. Who can we contact for customer service issues?

[Customer Service may be reached at \(315\)-683-5606 Extension #10.](#)

[The email account for Customer Service is info@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 contact point.](#)

3. Can we get regular stock updates from you? If so, how? Our website is updated daily indicating what items are out of stock and it gives the date they will be available. If you have placed an order and we have an item that is out of stock, we contact you by email to let you know when it will be available to ship.

## **Order Fulfillment**

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

[All orders must be placed through our website.](#)

2. If it is via your website, is there a login/password?

[If you have not already registered at our website, please do so. If you have forgotten your login and password, please email our Customer Service Department at \[info@villagewroughtiron.com\]\(mailto:info@villagewroughtiron.com\).](#)

Questions & Answers for DS 7-2016