

# CATALOG TERMS & CONDITIONS

## ALPINE STAINED GLASS & DOOR

6331 University Avenue  
San Diego, CA 92115

Tel: (619) 563-5026 Toll Free: 1-888-GLASS-01 Fax: (619) 563-7519  
24 Hour Ordering: <http://www.alpineglass.com>

### COMPANY

Alpine Stained Glass is a 18,500 square foot facility located in the heart of San Diego, CA. Our staff takes great pride in friendly, customer-oriented service with the ability to answer all your questions. We are here to meet your needs and make your life a little more pleasant.

### STORE HOURS

Monday–Friday 8:30AM to 5:00PM PST  
Saturday 9:00AM to 3:00PM PST

### PRICES

The prices in this catalog supersede all previously published prices. Prices are subject to change without notice and will be billed in accordance with current prices. Receipt of your order is acceptance of these pricing standards.

All items, prices, and statements are considered accurate at time of publishing and Alpine Stained Glass and Door and RCC, Inc. are not responsible for errors, omissions, or typographical errors.

### CALIFORNIA TAX

California residents, please add the appropriate 7.75% sales tax. If you have a tax exempt status, you must send a copy of your resale license. It must pertain to the stained glass or related industry.

### TELEPHONE ORDERING

During business hours you may place your order with a sales representative. For all phone orders, please be ready with your customer account number if available, item number, description and quantity desired.

### MAIL / FAX ORDER

Please list your customer number, stock number, description and quantity desired. Include your name, address and telephone number. When using a credit card, please include all card numbers, the expiration date, and the name as it appears on the card.

### INTERNATIONAL ORDERS

Shipping for orders outside the 48 contiguous states will be based on actual weight and distance. Freight charges are paid by the customer FOB San Diego, California.



### SHIPPING CHARGES

Shipping estimates for the 48 contiguous states are based on the pre-discount total of your order. Most orders are shipped via UPS unless specified otherwise. Shipping exceptions include; wholesale orders, glass packs, sale items, oversized glass sheets, glass sample sets, 6' lead, zinc, brass, copper and frame stock, and floor lamp bases.

### EXPRESS SHIPPING

You can select a faster shipping method. If you would like us to express ship your order please contact us. We can ship either via Priority Mail, UPS 3 Day, 2 Day or Next Day Air. If you have already placed your order then please have your order number ready. In order to ensure same day shipping, we must receive your request prior to 11AM PST.

### DAMAGES

Once a shipment has left our warehouse we are not liable for damage or loss of merchandise. Should this occur we recommend you follow these procedures:

#### *UPS Shipments / Postal Shipment Damages*

If the shipment shows outward evidence of damage, open the package before signing the delivery form. Do not refuse delivery. Notify your local UPS distribution center or Post Office.

Do not alter the carton or the damaged goods until an inspection by the appropriate agency has been made. The package will be picked up and returned to us. We will replace or repair the merchandise for you.

#### *Truck Shipment Damages*

If damage or loss is evident, indicate it on the carrier's delivery form. Do not refuse the shipment. File a claim immediately with the carrier and then notify us. Keep all packaging materials and the damaged goods until inspection has been made.

### BACK ORDERS AND SUBSTITUTIONS

If you say so when you place your order we can have items backordered for you. If a ordered product is not in stock then we will back order it for up to 30 days. You may choose not to have this happen at the time of purchase. We will notify you if your order will be delayed or for some reason cannot be filled.

### RETURNS

If you need to make a return we ask that you follow a few simple procedures. When your shipment arrives, make sure you receive the number of boxes you have signed for on the carrier receipt.

If defective or incorrect merchandise is received through an error on our part, please notify us within two working days. We will issue a call tag and pay shipping both ways. Returns will only be accepted within 30 days of purchase. **Do not return any merchandise without prior approval! Unauthorized returns will not be credited.**

All items returned for other than defective merchandise will be subject to a strictly enforced 15% handling charge and the customer must pay all shipping and insurance charges both ways. No credit or refund on glass, books, patterns, lead, zinc or brass came, chemicals, foil and any items not in its original manufacturers package or any special ordered item. All returned items must be in "factory fresh condition" showing no signs of use or wear.

If incorrect quantities are received, we must be notified within two working days after receipt. Failure to do so shall be considered evidence that Alpine Stained Glass and Door has satisfactorily performed its obligations.

### DO YOU STILL HAVE QUESTIONS?

If you didn't find the answer to what you're looking for, then you can contact us and one of our knowledgeable Customer Care Associates will be happy to assist you.





**CUSTOM  
DESIGN  
CENTER**

**FAX & MAIL ORDER FORM**

6331 University Avenue  
San Diego, CA 92115  
Toll Free: 1.888.GLASS.01  
Fax: 1.619.563.7519  
<http://www.alpineglass.com>

BILLING ADDRESS	SHIPPING ADDRESS
NAME: _____	NAME: _____
C/O: _____	C/O: _____
ADDRESS: _____	ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____	CITY: _____ STATE: _____ ZIP: _____
DAYTIME PHONE: (    ) _____	DAYTIME PHONE: (    ) _____
EMAIL: _____	

**ITEMS TO ORDER:**

Item/Catalog Number	Qty	Size (if needed)	Description	Page No.	Item Price	Extended Price

Thank you for choosing  
Alpine Stained Glass & Door

<p><b>Alpine's Guarantee to Customer Satisfaction</b></p> <p>Alpine Stained Glass and Door guarantees satisfaction for all our products. If for any reason you are not completely satisfied please contact us within 30 days so we may issue an exchange, credit, refund or return.</p>	APO, FPO, Hawaii, Alaska, parcel post and all addresses outside the USA please call for details regarding shipping.	Subtotal
	Add shipping charges as found in chart below	CA residents add 7.75 % sales tax
	Add box charges as found in chart below	Shipping*
	<input type="checkbox"/> Check box if you would prefer us to not backorder your merchandise	Box Charge
		<b>Order Total</b>

**PAYMENT & SHIPPING**

Fax your order 24 hours / day  
(619) 563.7519

Call us Toll Free  
1.888.GLASS.01  
Mon-Fri 8:30AM-5PM / PST  
Sat 9AM-3PM

**METHOD OF PAYMENT:**

Credit Card

Money Order

Check Enclosed  
U.S. funds only

Check No. \_\_\_\_\_

Check Amt. \_\_\_\_\_

Please allow checks 14 days to clear.

**CREDIT CARD INFORMATION**

- 
 



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Expiration Date

MO    YR

Signature \_\_\_\_\_

<b>SHIPPING CHARGES FOR MOST ITEMS OTHER THAN GLASS - If order totals:</b>		<b>BOXING CHARGES -</b>
Less than \$15.00.....\$6.00	\$100.00 - \$149.99 .....\$17.15	Box For Floor Lamps..... \$10.00
\$15.00 - \$29.99 .....\$8.00	\$150.00 - \$199.00 .....\$26.40	Box For Glass Sheets ..... \$4.00
\$30.00 - \$49.99 .....\$10.00	\$200.00 - \$249.00 .....\$33.00	Box for 6' came, brace bar, frame stock..... \$5.00
\$50.00 - \$74.99 .....\$13.00	\$250.00 - UP .....\$39.60	
\$75.00 - \$99.99 .....\$15.60		

\*Shipping charges for glass are based on weight and distance. All shipping and boxing charges apply to UPS or similar shipments within the 48 continuous states only. Orders shipped by commercial carrier will be sent freight collect. Please call for rates.