



2008 Pottery Supply Catalogue

New Products & Prices:

The following are just a few changes that have been made to our catalogue.

New Store Hours:

Page 2: for details

Materials:

Page 14: NEW Underglazes by Chrysanthos at amazing prices!

Page 20: NEW Glazes by Chrysanthos at amazing prices!

Tools & Equipment:

Page 24: Sculpting Tools by Samona

Page 26: Shredder Tool for handbuilding

Page 28: Silicone Rolling Pins

*See our catalogue online,
visit our website at:
www.greenbarn.com*

Prices in this catalogue are updated on an ongoing basis, and are subject to change without notice. Please check with us for the most current pricing.

Welcome...

Welcome to our new catalogue.

Good customer service is our continuing goal. If you have any suggestions to improve our service, please let us know. We now have e-mail available to serve you better.

Our goal at Greenbarn Potters Supply is to give you prompt, courteous service and to supply you with quality merchandise at reasonable prices. Please let us know if you ever feel we fail to meet any part of this goal. We'll do our best to resolve any problem. We would like to hear your comments and suggestions.

As always, if you can't find something you need, give us a call. More unusual items aren't listed in this catalogue.

Greenbarn is located in the same spot we've been in for many years now. We invite you to visit our retail store. We'd be pleased to show you our wide selection of pottery supplies. We're located in North Surrey, just north of Highway 1. Call for directions, or see the map on the inside back cover of this catalogue.

Before you make the trip to the store you may want to phone ahead to check that we have what you need in stock.

Store Hours

Tuesday to Friday .. 8:30 - 5

Saturday 9 - 1

Please call for hours on long weekends.

Location

9548 - 192nd Street, Surrey, BC,
Canada, V4N 3R9

Map

See map on inside back cover for directions.

Phone

604 - 888 - 3411

Fax

604 - 888 - 4247

24 hours a day

7 days a week

E-mail

greenbarn@telus.net

Internet website

www.greenbarn.com

Prices in this catalogue are subject to change without notice. This catalogue is updated on an ongoing basis, so please check with us for the most current pricing. We will send you the most current catalogue if you have an older one, or we can phone, fax, or e-mail you any prices.

Placing your order

Thanks for ordering from us, we appreciate your business. Our staff is familiar with all the items we stock and can help you through the selection and ordering process, and see that your order is shipped according to your directions, or put together for pick up at our retail store.

You may place orders by phone, fax, letter, or e-mail. Let us know and we'll be happy to answer any questions you may have. On all orders mailed, faxed, or e-mailed to us, be sure to include your phone number, method of payment, shipping preference, and delivery address.

Whenever possible, try to order well in advance. We normally get orders out in 2 or 3 working days. If you are able to order well in advance, mail and UPS are quite economical for small shipments. If your order is more urgent, UPS, Loomis, or Greyhound Bus can take parcels up to 100 lbs.

How soon do you need your order? Frequently, the delivery date you set will determine the shipping method required. Small shipments can go by a variety of methods, including mail, UPS, and courier. Heavier shipments will go by truck. See the next page for more details on shipping.

Phone orders

Place your order by telephone at 604-888-3411. The phone order desk is open Tuesday to Friday from 9:00 to 5:00, and on Saturdays from 9:00 to 1:00. You need only call and ask for assistance and you will find our staff ready and willing to help you.

Fax orders

Fax your order anytime to 604-888-4247. Available 24 hours a day, 7 days a week. Use our order form on page 4.

Mail Orders

When sending in an order by mail, please include your phone number so that we can call you if we have any questions. Use our order form on page 4.

E-mail orders

E-mail your order anytime to greenbarn@telus.net. Please include your phone number so we can call you if we have any questions.

Purchase Orders

Orders from school districts, universities, and government agencies will be accepted when received on a purchase order. We accept phoned in purchase orders as long as you ensure that the written purchase order that is mailed to us is stamped "Confirmation" so that the order is not duplicated.

Pick up orders

Pick up orders can be prepared for you if you call us in advance. Orders for pickup should be placed 2 days ahead so we have time to get the order ready for you. Pick up orders will normally be cancelled 2 weeks after the pick up date unless we are notified of a delay. If you are coming in to the store, you might want to phone ahead to check that we have what you need in stock.

Payment

Please pay by cheque, cash, Visa, or Mastercard. For credit card orders, please state the card number and expiry date when placing an order. Interac payment is available in the store. C.O.D. delivery service is available. See next page for details.

Backorders

We try to get as much of your order to you as quickly as we can. Out-of-stock items will be backordered rather than delay the whole order. Backordered items will be marked on the packing slip which accompanies the items shipped to you.

We will backorder items not in stock unless you write "No Backorders" on your order. If we are out of an item, we will ship all items we have in stock and then ship backorders as stock arrives. We do charge for shipping on backorders, but we don't charge for the backordered items until they are shipped. If there will be a long delay for backordered items, we will call and let you know.

If this backorder policy is not convenient for you, please let us know and we can make other arrangements for you. We can arrange to cancel out-of-stock items from your orders, or we can often suggest close substitutions for out-of-stock items. Or, if you request, we can hold your whole order and ship when it is complete.

Returns Before any merchandise can be returned, authorization must be received. Please call for authorization on all returns.

We allow returns within 15 days of receipt of goods. Returns must be in the original packages. Bring your original bill in when you return an item. A restocking charge may be charged to help defray the cost of recounting and repackaging. A higher fee may be charged on goods requiring additional processing to return to stock. We regret that we cannot accept returns of special order or closeout items.

Include a copy of your invoice with all returns or correspondence. Returns sent "Freight collect" will not be accepted by our receiving department. If your purchase was originally made by Visa or Mastercard, we will credit the return on your credit card. Please include your credit card number to speed up processing.

C.O.D. Orders C.O.D. delivery service is available. Please call us for details on C.O.D. orders, as there are a number of options available. C.O.D. is available through a number of different delivery companies and gives you the option of paying for the complete order, including shipping charges. Please note that there is an additional service charge for C.O.D. service.

Shipping Errors In spite of our best efforts, errors will sometimes occur. If you didn't get what you ordered, or if there is an error with your order, please contact us right away. If an item seems to be missing, check your packing slip to see if that item has been backordered. Errors should be reported within 10 days after you receive the shipment.

Before calling, be sure to double-check the packing. Since we use reused packing materials, small objects may get separated inside the shipment.

Gift Certificates Gift Certificates are available. Give us a call if you're interested in sending a gift certificate to someone.

Service & Repair

We service and repair the kilns, wheels, and other equipment we sell. We are also often able to help you with equipment of other manufacture. Our service rate is \$65.00 per hour plus whatever parts are needed. We will estimate the cost before proceeding.

A visit to your studio or classroom is possible only in the lower mainland. It is cheaper and quicker if the kiln is brought into our shop. Specify the make and model number of the kiln when inquiring about repairs. By giving us complete information on your kiln, including your assessment of what is wrong, appropriate parts can be brought to your studio and the job may be done in one visit. The most common kiln repair is replacing elements, and most people do this on their own.

We do not sell used kilns.

Other Supplies

We also carry Copper Enamelling supplies. Ask for our Enamelling price list if interested. We have the largest stock of enamels and copper shapes in Western Canada, and stock Thompson's lead-free line of enamels.

Shipping

Your preferred delivery date will often determine the shipping method. We will recommend a method depending on how quickly you need the order and what the cost is for that service. Ask our staff, and we can give you the different shipping options available and costs involved.

Unless we hear otherwise from you, we will generally assume cost is important to you, and try to ship by the least expensive method. Mail is inexpensive but slow. Other methods are faster, but generally more expensive. Heavier shipments must go by truck.

Ask our staff for information specific to your situation. Some factors to consider:

- Greyhound Bus, Loomis, and other couriers generally provide next day service.
- Based on our experience, the post office won't *guarantee* anything less than 13 days for delivery of letters or parcels. Glass items or kiln shelves should not be mailed.
- Local truck shipments will be delivered the day after leaving our warehouse.
- Out of town truck shipments normally take 2 to 3 days.

Small Shipments

For small shipments, where the shipping weight is 100 lbs or less, there are a number of shipping options available. If you are able to order well in advance, mail and UPS are quite economical for small shipments. If your order is more urgent, UPS, Loomis, Purolator, or Greyhound Bus can take parcels up to 100 lbs.

Courier Delivery

Courier companies like UPS, and Loomis usually require a signature upon delivery, so the delivery address should be one where someone is available to sign for the shipment. If this is not possible, the shipment should be sent by other means like Parcel post or Greyhound bus. Couriers will normally provide next day service. Same-day courier service is available in the Vancouver area, but is quite expensive.

Large Shipments

For large shipments, where the shipping weight is over 100 lbs, we will normally ship by truck. Please note that this is normally a delivery service to your loading dock or to your door, not into the building.

If you require delivery into the building, please let us know ahead of time. We can arrange for this service with the trucking company, but additional charges will apply.

For local deliveries the freight will be prepaid and the charge added to your bill for this service. You may also request "collect" delivery and pay the trucking company yourself upon delivery.

Trucking companies usually require a signature upon delivery, so please ensure that someone will be at the delivery address to sign for the shipment.

Deliveries out of the lower mainland will usually be shipped freight charges "collect".

Damage or Loss

When goods are picked up at our warehouse, the carrier signs for them as being in good condition. Our responsibility for a shipment ends when the shipment is accepted by the carrier. To protect yourself, please inspect the shipment when it arrives, before signing for it. Should there be loss or damage do not accept the shipment until a notation is made on your freight bill. If concealed loss or damage is discovered when the shipment is unpacked, notify the freight company at once and request an inspection, otherwise the freight company will not allow any claim for loss or damage. For any claim, file your claim directly with the carrier.

