



*2017 Greenbarn
Catalog*

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...

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 price list.

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 supplies. We're located in North Surrey, just north of Highway 1. Please call for directions and we'll be happy to help you, or see the online map on our website at www.Greenbarn.com.

Before you make the trip to the store, you are welcome to phone ahead and ask us to prepare your order for you in advance or ask for confirmation that we have your items in stock.

Store Hours

Monday to Friday .. 8:30 - 5
Sat & Sunclosed
Closed on all stat holidays.

Location

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

Map

See map on last page of this price list for directions.

Phone

604 - 888 - 3411

Fax

604 - 888 - 4247

E-mail

sales@greenbarn.com

Website

www.greenbarn.com

Prices in this price list are subject to change without notice. This price list is updated on an ongoing basis, so please check with us for the most current pricing. We will send you the most current price list 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 ship orders out in 2 or 3 working days but this may be delayed if you are requesting items that are considered special order. Small shipments travel quickly and economically by Canada Post or by Greyhound Courier. Weight of your order is a big factor in determining the final freight cost and we can assist you in planning to keep your costs as low as possible.

How soon do you need your order? Frequently, the delivery date you set will determine the shipping method required and this can also influence the final shipping cost. Please let us know in advance if you require a specific delivery date for your order and we will do our best to accommodate. Please 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 Monday to Friday from 8:30 to 5:00. 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. Please feel free to 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. Please feel free to use our order form on page 4.

E-mail orders

E-mail your order anytime to sales@greenbarn.com. 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

We happily accept payments by cheque, cash, Debit, Amex, Visa, or Mastercard. For credit card orders, please state the card number and expiry date when placing an order. C.O.D. delivery service is available at an additional cost, please see next page for details.

Backorders

Our standard policy is that we try to get as much of your order to you as quickly as we can. Out-of-stock items will generally be backordered rather than delay the whole order. Any backordered items will be indicated on your packing slip which accompanies the items shipped to you.

We can adjust our standard policy to better meet your needs if you let us know your preferences. Indicating "No Backorders" on your order will cancel all backorders for that shipment. We do charge freight for shipping each backorder, but we don't charge for these backordered items until they ship from Greenbarn. If you wish, please inquire when you place your order if all of the items are in stock, and we can assist you in avoiding backorders.

Alternatively, 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 \$100.00 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 can do this on their own.

We do not sell used kilns.

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 that cost is the most important factor to you, and we will try to ship by the least expensive method.

Ask our staff for information specific to your situation. Here are some factors to consider:

- The speed and the total weight greatly affect the freight cost.
- When ordering clay, generally it is cheapest to ship a single heavy order than 2-3 smaller order.
- Kiln shelving and furniture are fragile and an additional freight charge will apply if these items require special packaging.
- 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 and we find that Mail and Greyhound Bus are the most economical.

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 often 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 quickly 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.

