# Ordering INFO

Order questions or product assistance?
Call customer service 800-659-2211 or
email: cs@rensup.com
Mon.-Thurs. 9am – 7pm; Fri. 9am – 6:30pm
Specifications on most items available at
www.rensup.com.

THE RENOVATOR'S SUPPLY AND YIELD HOUSE SATISFACTION GUARANTEE
The Renovator's Supply, Inc. wants you to enjoy our quality products. We guarantee the products we sell are free of defects or we will refund the merchandise purchase price, credit your account or provide a replacement part up to one year from date of original purchase. Please see our website, www.rensup.com, for complete warranty details.
RETURNED CHECKS: Returned checks (insufficient funds) will be subject to a $25.00 charge. Checks which have to be sent to collection will be subject to a $50.00 fee plus reasonable attorney's fees in addition to the amount of the check.
IN-PRODUCTION ITEMS: Most orders ship within three working days. Unusually high demands may deplete our stock, temporarily. We'll advise you when you can expect delivery, and you will be given the following options: 1) wait until the item is available; 2) order a substitute; or 3) cancel the request for the item. On credit card orders, your account will only be debited for those items which are in stock and shipped immediately.
NON DISCRIMINATORY CLAUSE: In order to keep our prices low, our prices and terms are applied equally on every order. The terms, conditions and prices cannot be modified under any circumstance, so please do not ask. The computer automatically processes all orders on the same basis and no provisions are made for perceived fault, reason or any other special circumstances.

MAIL PREFERENCE: Occasionally, we make our mailing list available to carefully selected companies with products or services that might interest you. If, for any reason, you wish your name and address to remain confidential, return your mailing label to: Mail Preference Service, The Renovator's Supply, Inc., Millers Falls, MA 01349,
INTERNATIONAL SHIPPING/HANDLING: International orders will be shipped via air parcel post, UPS Air or freight express. You will be notified of charges at the time of order.
RETURNS: Returns must be made within 60 days of our shipping date. Items must be returned postpaid (C.O.D. returns not accepted), in unmodified, saleable condition. Custom orders are not returnable. If an item does not perform satisfactorily, return it under terms of our guarantee. Returns may be made by properly packaging and shipping the returnable merchandise WITH A COPY OF THE PRINTOUT YOU RECEIVE WITH THE ORDER, along with any additional information that will help us process your return quickly. Direct questions to the Returns Department by mail or phone 1-800-659-2211. 15% restocking fee charged on items returned from 60 days to 1 year of shipping date. SHIPPING & HANDLING fees are NON-REFUNDABLE. Customer will assume all return shipping expenses. RETURNS SHOULD BE SHIPPED TO: RENOVATOR'S SUPPLY, RENOVATOR'S OLD MILL, MILLERS FALLS, MA 01349.
PROTECTIVE FINISH: Finish Codes throughout the catalog: RSF–Tarnish-free brass; P–Polished brass maintains shine with polishing; P&L–Polished and lacquered; C–Chr.-plated; RSF-Black–Weather-resistant black. Mounting hardware has no protective finish.

PVD-Physical Vapor Deposition
PRODUCT COLORS: The colors of the products, finishes, and paints (as shown in the catalog) may vary due to variations during the catalog printing process. We do make every effort to insure that product colors are accurately represented.
DUPLICATE CATALOGS: Please help us maintain our low costs by returning to us the label from any duplicate copies of our catalog which you may receive.
ITEMS SHIPPED BY TRUCK: Items marked with this truck symbol are shipped by truck. Please ask your sales representative for price quotes on trucking fees to your area. (This freight charge is for shipping only, and does not include inside delivery, unpacking or moving.) These items are inspected and properly packed before shipment, but the trucking companies are responsible for insuring them against loss or damage after they leave our factory.
SPECIAL NOTE: Prices established in this catalog are subject to change without notice and all orders are subject to prices as they exist at the time of receipt of order. Also, we reserve the right to make minor product modifications and improvements other than what is shown or described in this catalog.
Damaged items. Open your package immediately upon receipt and report any damage or breakage to the carrier (UPS, USPS, trucking firm etc.) You MUST retain all packaging material for the carrier's inspection. The carrier has signed for receipt of your package from our warehouse in good condition. Until a damage claim has been filed with the carrier, we cannot replace merchandise which is damaged.
Customer will incur shipping expenses when returned for credit. Absolutely no damage claims will be accepted after 7 days of receipt of product.

## To Place an Order Call 1-800-659-2211 Or Visit Us Online At: www.rensup.com.

| PAGE | Item # | Description | QTY. | Price ea. | Total |
|---|---|---|---|---|---|
| | | | | | |
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| | | | | | |

**SALES TAX**
We are required by law to collect sales tax on the merchandise total for shipments to MA. *Includes picking, special packaging such as foam and inserts, approved boxing, special handling, insurance and shipping.

**ADD FOR SHIPPING & Processing***

| Order value from | | Order value from | |
|---|---|---|---|
| **$.00 to $15 | $4.95 | $75.01 to $100 | $14.95 |
| $15.01 to $30 | $6.95 | $100.01 to $150 | $17.95 |
| $30.01 to $50 | $9.95 | $150.01 to $200 | $19.95 |
| $50.01 to $75 | $12.95 | $200.01+ | 12.5% |

**Includes free items

**CANADIAN CUSTOMERS**
Order value from **$.00 to $30 $10.45
Order value $50 $17.00
Order value to $75 $24.45
Order value to $100 $32.45
Order value to $150 $46.45
over $150, 31% for shipping & processing

For WORLDWIDE shipping, please call or write for shipping details.
(U.S. FUNDS)
INCLUDE COPY OF CERTIFICATE WITH TAX EXEMPT PURCHASES

| | |
|---|---|
| Total Merchandise | |
| S & precessing | |
| Handling | $1. 50 |
| SALES TAX | |
| Total Payment | |

Check/MO
Account Number (please print clearly)
Personal check orders will be held for 21 days
Expiration Date (MM/YY)
Cardholder Signature
Phone

**This is for resale**
Please include copy of resale certificate with tax exempt purchases

All orders are computerized by phone number. It is essential to use the same number.

**Please allow two to three weeks for delivery. All payments must be made in U.S. Funds only.**

**Need It Fast?** We Can Ship Most Items for One day and 2nd Day Delivery via: Ask Your Customer Service Rep. for Details

UPS 2ND DAY AIR®
UPS®

RENOVATOR'S

CAT 185

**Mail your order to:**
The Renovator's Supply, Inc.
Renovator's Old Mill
Millers Falls, MA 01349-4403

**FAX your order to**
**413-423-3800**

Prices good through **05/04/09**
Until our Fall catalog prints visit **www.rensup.com** for updated pricing.

Have you ordered from us before? ☐ Yes ☐ No

NAME_____

ADDRESS_____

CITY_____ STATE_____ ZIP_____

EMAIL_____

PHONE*_____

*All orders are computerized by phone number. It is essential to use the same number.

**Save Time! Order By Phone!**
(MC, VISA, DISCOVER, AMEX) Please have your order form filled out completely and your credit card ready. CALL TOLL-FREE 1-800-659-2211
EST Mon. –Thurs. 9am – 7pm; EST Fri. 9am – 6:30pm
Outside the U.S. call (413) 423-3572