

**MINIMUM ORDERS** – No minimum order is required with the exception of custom orders.

**PAYMENT OPTIONS** – We accept credit & debit cards (VISA & MasterCard). We also accept personal and company checks (a \$30.00 handling fee will be charged on all returned checks). Since all of our products are hand crafted and not stocked on a shelf, we require a 50% deposit prior to production. Final billing will be processed for approval prior to shipment.

**PRICING** – Catalog prices are subject to change without advance notice. All shipments will be processed at prices prevailing at the time of order confirmation.

**PRODUCT INFORMATION** – Product specifications, dimensions, capacities, weights, etc. are kept as up to date as possible, but are also subject to change without notice. There might be slight dimensional variations due to our components being hand made. For the best results, we recommend that you do not assemble your work until you receive your entire order.

**PLACING ORDERS** – All phone orders will be read back to you to verify the accuracy of your order. Upon your verbal consent, however, we will not be held liable for mistakes that you may have made on your order.

**LEAD TIMES & SHIPPING INFORMATION** – Since all of our products are hand crafted, Ventana Railing System components will typically take 4-6 weeks lead time to produce. Larger volume orders will require longer lead times. Items will typically be shipped 6-8 weeks from the time that the order was placed but shipping times may vary according to the nature of the order. Shipments may be subject to additional charges such as residential delivery, lift gate service, COD fees, oversize shipment, re-consignment, metro delivery, and other fees.

**CLAIMS & RETURNS** – Please inspect your shipment immediately! Ventana Railing Systems makes every effort to ensure that your order will be shipped to the highest standards of quality. In the event that an error or damage occurs, follow the steps below for all orders:

1. Upon receipt of order, damages, defects, overages, and shortages must be reported within 5 business days of receipt by notifying Ventana Railing Systems Customer Service at 303.670.3060 or toll free at 1.855.292.1999. Prior to returning material for any reason, you must obtain a Return Material Authorization (RMA) number. Returns unaccompanied by an RMA cannot be accepted.
2. Retain the merchandise AND packing material for inspection by the carrier.
3. In order to receive replacement product or to file a claim, shortages and/or damages must be noted on the bill of lading at the time of delivery by the individual receiving the shipment. Any damage or loss incurred in transit is the responsibility of the carrier.

All necessary action will be taken in correcting your order A.S.A.P. You will be issued credit as soon as we receive your damaged or defective product and your return has been authorized by one of our sales representatives. Once again, Ventana Railing Systems will not be held responsible for any issues that are not reported within 5 business days of receiving an order from us.

**BUILDING CODE REQUIREMENTS** – Building code requirements and safety rules vary from one region and from one type of structure to another, and are subject to periodic revision. It is essential, therefore, that contractors acquaint themselves and comply with the various codes and regulations governing each project.

**PROTECTING YOUR STEEL & WOOD PRODUCTS** - We highly recommend unpacking individual railing components from the shipping container, upon arrival. Steel & wood components are best protected indoors, prior to installation. All steel components shown in our catalog are supplied with a wire wheeled finish. All Wood components shown in our catalog are supplied with a raw finish. Please be advised that all unfinished steel products are subject to oxidizing & rusting when they are exposed to excessive handling and moisture. Ventana Railing Systems does not guarantee the rust prevention of steel products. Proper care must be used with these hand crafted steel and wood products in their raw form, to prevent further preparations prior to the application of final finishes.

**FINISH APPLICATIONS FOR STEEL & WOOD PRODUCTS** - We recommend applying a finish of either oil (ie Pledge); or wax (i.e. Johnson Paste Wax); or a clear lacquer finish to seal all interior steel applications. We recommend applying a paint or powder coat finish to all exterior steel applications. Please consult your local contractors about proper surface preparation (i.e. sandblasting, primer, etc.). We recommend treating our wood products with a wood stain or oil and/or a clear lacquer finish to seal. Please ensure that you approve a sample section with your contractor, prior to finishing all railing components. Ventana Railing Systems does not warranty any finish work on steel or wood products and will not be held liable for any finish recommendations. Refer to the Metal Finishes Manual published by the National Association of Architectural Metal Manufacturers ([www.naamm.org](http://www.naamm.org)) and the National Ornamental & Miscellaneous Metals Association ([www.nomma.org](http://www.nomma.org)) for additional information on this subject.

**WARRANTY & LIABILITY** - All merchandise is produced to standard and commercial tolerances. Ventana Railing Systems guarantees its products to be free from defects in workmanship and material. No other warranty is expressed or implied. In particular, Ventana Railing Systems makes no warranty concerning the merchantability of the products or their suitability or fitness for any particular purpose or use. The customer is responsible for testing and verifying the suitability of the product for its intended use. Ventana Railing Systems is not liable for any loss, damage, or compensation from the use of the product.

**TECHNICAL ADVICE** - Ventana Railing Systems makes no warranty of results obtained as a result of technical advice furnished by Ventana Railing Systems. The customer shall test and verify suitability for intended use. All drawings and dimensions shown in this catalog are for reference only.