

COLUMNS & CARVINGS

1121 Riverchase Office Road
Birmingham, AL 35244

Placing an Order

You may order Columns & Carvings products by emailing or calling us at:

info@columnsandcarvings.com

1-866-453-4034

To process your order, we need the following information:

- Overall height of columns, including the column shaft, base and capital.
- Column diameter at base of shaft.
- Design – Plain, fluted; tapered, on tapered; Tuscan, Doric, Roman Corinthian, etc...
- Interior, exterior, paint-grade/stain grade.
- Number columns
- To process non-column related orders we simply need the product number and description from the catalog. If you do not have a catalog, we can walk you through the ordering process over the phone.

Our experienced sales staff will be more than happy to discuss your projects and answer any questions you may have about our product lines. All special requirements should be discussed when you place your order.

Pricing

Our catalogs do not contain pricing since many variables go into the pricing of our extensive product line. Please call or email for an exact price quote.

Shipments

Single Items – Most of our items are shipped by major freight lines. We always attempt to ship via the least expensive qualified carrier and will be glad to accommodate you with estimated freight charges. However, it is difficult to arrive at exact charges because of the numerous factors affecting these costs including weights of more than 1,000 pounds, delivery destination, delivery to a business or residential address, and interline shipping and delivery to states which require prepaid freight and delivery charges.

For example: Four 12” by 8’ fiberglass columns shipped to a business in Atlanta, GA within the specified distance from the terminal would have an approximate freight charge of \$70.00

Damage

Columns & Carvings is not responsible for loss or damage in transit. Any damage claims must be filed against the carrier. Therefore, it is extremely important to inspect the shipping crate for any visible damage before unpacking the merchandise.

If a crate appears to be damaged, open it and look for damage. Often the crate will be damaged but not the column. If the column is damaged, refuse it and have the freight line return it. You may refuse any shipment by simply writing on the bill of lading, **“Damaged goods in shipment-return to sender,”** and sign the bill. Columns & Carvings will then file a claim against the carrier and place a reorder.

Again, **DO NOT** sign the bill of lading until you are certain that all merchandise is in good condition or that damaged goods have been noted, because it is much more difficult to collect for concealed damage after the order has been accepted. Once you sign the bill of lading with no damage noted, you have accepted the product(s) as is and Columns & Carvings cannot file a claim against the carrier. Please consult our customer service department if you have any questions concerning shipping or filing a claim.

It is also imperative to immediately paint (prime when needed) your wooden columns and decorative capitals using oil-based paint. DO NOT USE LATEX PAINT!

Payment Terms

As a rule, product costs are settled prior to shipment unless buying on account. After placing your order, we will fax you an “Order Agreement” form. The signed confirmation copy should be returned to us thus enabling us to immediately process your order. If you prefer, we can fax/email you two copies, one for you to keep for your records and one to sign and return with payment. Full payment is required for credit card orders less than \$1,000.00 unless prior arrangements have been made. We accept Visa, Mastercard, Discover, and American Express for your convenience. If payment will be made with a company or personal check, we will accept a 50% deposit and the balance to be paid in full prior to shipment of the order.

Cancellations

Cancellations will not be accepted without a charge on orders that we are in the process of filling. There is a restocking fee on all stock items and orders for custom made products cannot be cancelled.

Customer Service

Our experienced staff is ready to assist you with personalized service every step of the way from product selection to installation instructions. We will help you select your products, place your order, and estimate freight costs.

Thank You

We at Columns & Carvings pride ourselves on customer satisfaction. We always welcome any response you may have from your experiences with us. We also realize that a satisfied customer may be a repeat customer so we are more than happy to use all our available resources to make purchasing from Columns & Carvings as easy and cost efficient as possible. We look forward to doing business with you soon.