

10th Edition



Stained Glass & Supply Catalog

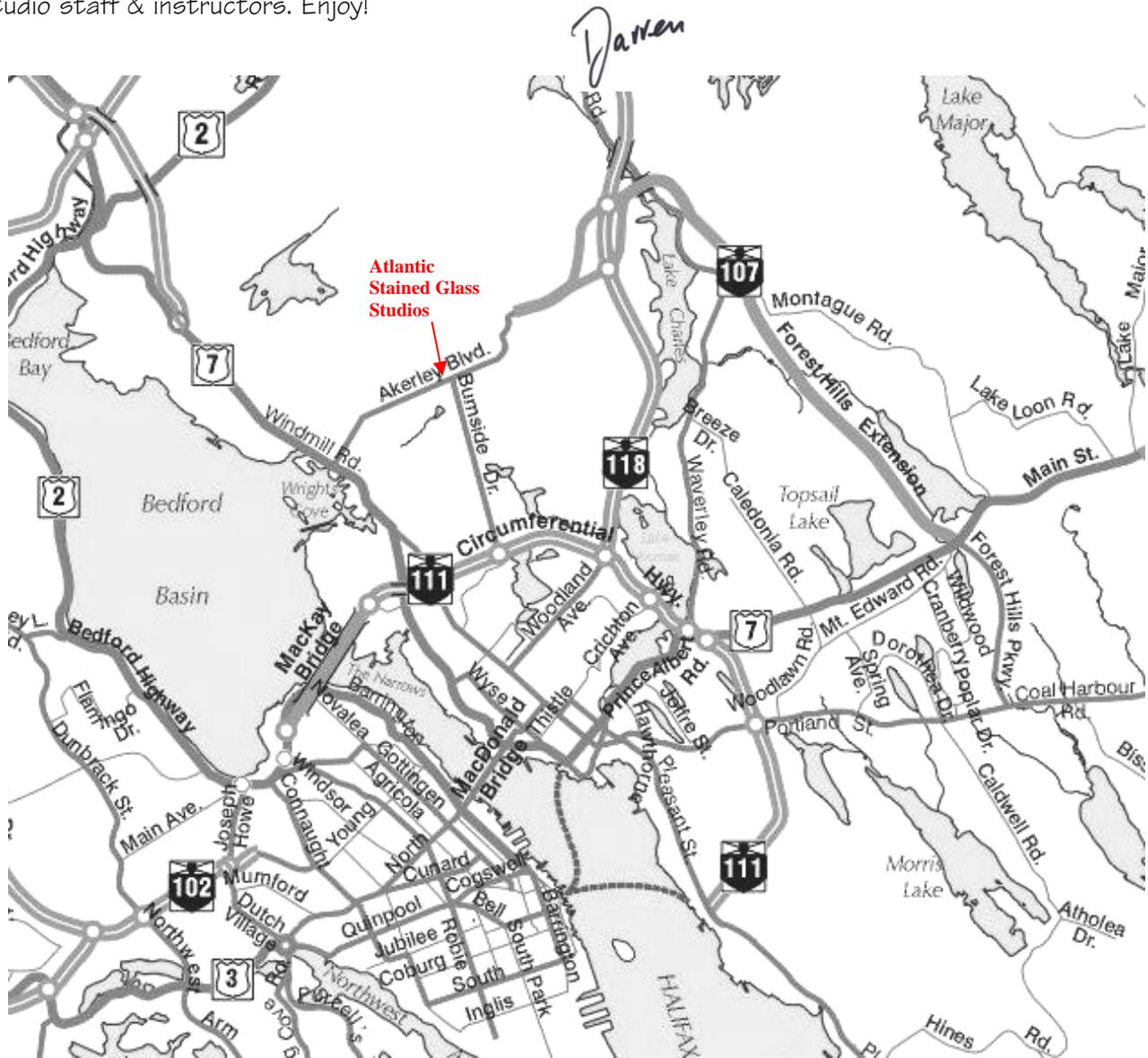
95 Akerley Boulevard, Suite "B"
Dartmouth, NS, B3B 1R7

Showroom: (902) 468-4100
24 Hour Fax: (902) 468-7677
Toll-Free Order: 1-800-255-7533

www.atlanticstainedglass.com
salesdesk@atlanticstainedglass.com



Welcome to the 10th edition of our catalog, updated April, 2010. Within, you will find tons of great products described in detail, useful explanations about the tools & equipment, tips for improving your work & efficiency, some little known but interesting facts about our art, and products used and recommended by our studio staff & instructors. Enjoy!



Contact Us:

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Hours of Operation (Atlantic Standard Time):

Storefront, Showrooms & Order Desk

Monday to Friday	9:30 AM to 5:30 PM
Saturday	10:00 AM to 4:00 PM
Sundays/Holidays	By Appointment

Workshop & Shipping/Receiving

Monday to Friday	9:00 AM to 5:00 PM
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General Information

- *How to Order* ~ When ordering by phone, simply give us your name and we will confirm your shipping address and particulars. When ordering please use the item numbers as they appear in our catalog, and indicate the quantity desired. If you prefer to mail or fax your order, send your clearly printed order form to our showroom at 95 Akerley Blvd., Suite "B", Dartmouth NS, B3B 1R7 or fax to (902) 468-7677. An order form can be downloaded in the "Catalog Section" of our website. Please be sure to include a day-time phone number where we may confirm your order, or discuss substitute items if necessary.
- *Items in Stock* ~ We know how frustrating it can be to need something and not be able to get it. We work very hard to have all items in stock and keep an exceptional inventory, but sometimes demand for certain items simply exceeds our supply. We assume that the item ordered is the item needed, so we do not ship substitutes unless otherwise specified. You may indicate a second choice if desired, or check the substitution box on the order form and we will provide a close substitute. The decision is always up to you, and we will do our very best to accommodate you. If you are new to stained glass or are unsure of possible substitutions, simply ask the sales staff and we'll do our best to help.
- *Shipping* ~ All prices are F.O.B. Dartmouth NS. We ship via Sameday, FedEx, UPS, Canada Post & MBW Courier. If no shipping instructions are stipulated, we will ship your order in the most economical & efficient manner. Shipping and handling charges are based on the weight, destination, total number of boxes and pickup charges. C.O.D. fees vary and are added by the carrier. You can save the C.O.D. charges by using a credit card or pre-paying with a check or money order.
- *Shipping Chemicals* ~ We're sorry, but law prohibits the shipping of liquids and chemicals through the mail. In addition, some couriers may not handle certain liquids and chemicals. Please call for information.
- *Boxing Fees* ~ Our mail order glass & chemicals are shipped in heavy-duty boxes specifically designed to accommodate our products. The box is lined on the top, bottom and sides with foam and each sheet of glass is separated with foam line to prevent breakage. Packed glass boxes range from \$4 to \$10 each. Please note, there is no charge for regular packing boxes used to ship supplies other than glass and chemicals. We always try to save the customer boxing charges whenever possible.
- *Paying for your order* ~ For on-line, phone, mail and fax orders we gladly except Visa, MasterCard and American Express. Use these cards to avoid C.O.D. charges. We require all card numbers, expiry date, and the name that appears on the card. With your approval, we will keep this information on hand, to simplify future orders. Never e-mail your credit card information. In addition, cheques, postal money orders and bank drafts are accepted for mail orders, please do not send cash. Purchases at our showroom can be paid for by cash, check, Debit Card, Visa, MasterCard or American Express. Returned cheques are assessed a \$30.00 service charge. We're sorry but our order desk is not equipped to accommodate credit accounts.
- *Minimum Orders* ~ There is no minimum order level, and we regularly ship small items such as foil, wire, chain, books, globs etc. through the mail.
- *Backorders & Rainchecks* ~ We will make every attempt to inform you of any out-of-stock items when you call, but occasionally errors will occur when mail & fax orders are packed before they are posted to the computer. If you are faxing or mailing your order, be sure to include a phone number so we may confirm any out-of-stock items and discuss possible remedies. If the item has been re-ordered and is expected shortly, you may opt to have it back-ordered and shipped when it arrives, otherwise you will need to re-order the item. Rainchecks are issued if the goods you ordered were on sale and are out-of-stock. This will allow you to purchase the item at the sale price on your next order, provided the order is placed within 30 days of the original order.



- *Return Policy & Product Warranties* ~ Should you need to return merchandise to us, please call for an RMA - (*Return Merchandise Authorization.*) All returns must include the original invoice and must be requested within two days of receipt of the order. **DO NOT** return any merchandise without our prior approval. All orders returned, without our approval, for other than defective merchandise, will be subject to a strictly enforced 15% restocking charge and the customer will be responsible for all shipping charges. If returns are necessary as a result of our error, we will gladly pay the return charges then re-ship the correct item at no extra charge to you. *Sorry, but no returns can be accepted on: glass, lead, zinc or brass comes & rebars, books and patterns, chemicals and special orders.* No credit is given on material returned in unsaleable condition, materials damaged in transit or factory sealed packages that have been opened. Always keep your receipts when you purchase items that feature product warranties. The manufacturer may require proof and date of purchase, in the form of the sales receipt, to verify the eligibility of your product's warranty. Play it safe and keep these receipts until the product's warranty has expired.
- *Damaged or Missing Items* ~ Carefully inspect your order upon receipt for missing or damaged goods. Claims for shortage will not be honored if filed more than 48 hours after delivery. If you encounter a problem with your order, please follow these guidelines:
- *Shortages* ~ If part of your order is missing, check to see if your order was shipped in more than one box (check the box number on the shipping label). If boxes are missing, call the carrier. If all boxes are present, check them again carefully, right to the bottom, removing all packing materials.
- *Damaged Goods* ~ Check the boxes as the carrier delivers them. If you see obvious damage, torn or dented boxes, bring it to immediate attention of the driver, then call the courier office for inspection. You must keep all packing materials and damaged merchandise for the inspectors. *Damaged boxes are a matter to be settled with the shipping company. Do not return damaged boxes to our warehouse or you will be assessed all associated shipping charges.*
- *E-Flyers* ~ The "Funstuff" section of our website features a regular flyer and new about sales, new product updates, as well as information about classes and other studio events. Please check the site regularly or keep your e-mail address current if you wish to receive updates.
- *Special Orders* ~ Although we stock a great number of products, due to spatial restrictions, there are always a few we may not carry. In these cases we routinely accept special orders provided the following guidelines are met: (1) we are able to obtain the goods, and (2) they are available to ship with our regular orders. Once the item has been located we will advise you of its price and availability. If the item cannot be shipped with our regular order, the customer must pay the associated shipping charges. *Since most special orders involve goods we do not normally carry, the order must be prepaid before we can arrange the shipment of the goods.*
- *Price Changes* ~ **Prices are subject to change without notice.** We are not responsible for typographic errors and reserve the right to correct such errors. Our suppliers reserve the right to change the prices and specifications on their products.
- *Technical Hot-Line* ~ Atlantic Stained Glass customers have an edge: we are a group of highly professional stained glass studios. We are continually fabricating & restoring church windows; completing custom work; teaching classes, lecturing & holding seminars on a variety of stained glass subjects, as well as publishing & designing patterns. Our staff has decades of experience and our studios use the same materials and tools we sell. If you have a question about using a product, or are having trouble with a project, call our technical hotline at (902) 468-4100.
- *About the "Harmonized Sales Tax" (HST)* ~ Effective January 1, 2008, residents and businesses in Newfoundland, New Brunswick and Nova Scotia are charged the 13% HST. Residents and businesses in all other provinces and Territories are charged the 5% GST. US and International customers are not charged sales tax.