



# Measuring

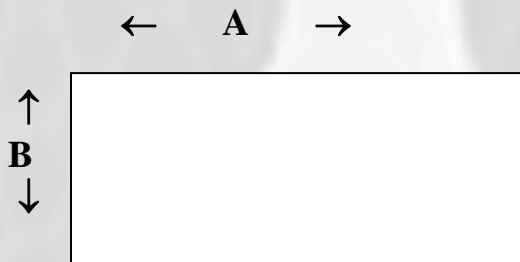
## Sizing your order is very important.

If we don't list the grill size you need, **Call us** We will be happy to quote you the price and availability. We have several additional sizes at our shop.

## Three simple steps for sizing your grill

- (1) Always remember the size of the grill is the same size as the hole in the wall, ceiling or floor. It is **not** the outside dimension of the grill.
- (2) Always measure the length of the grill first ("A" in the diagram below). Example: If a grill were on a wall, the length would be the horizontal left to right measurement. The height would be dimension "B", the vertical top to bottom measurement.
- (3) Most register manufacturers size their grills in two-inch increments. For example: Length ("A"): 10", 12" or 14".

Height ("B"): 4", 6" or 8". Your grill size might be a little smaller or the wall hole size might be a little larger. This is normal; it creates a loose fit in the wall for the grill. The loose fit allows room to properly level the grill.



## Installation

To install your new grill, simply remove your old register. Clean the inside of the duct outlet and spray it with flat black spray paint or the color of your choice. Install the new grill with the screws provided.

### Classic Grills

14107 Calle de Vista, Valley Center, CA 92082  
Phone (760) 213-0427 Fax (760) 749-7136 sales@classicgrills.com

# Ordering

## **Prices:**

All pricing is List/Retail in US Dollars.

Prices are subject to change without notice. In the event of a price change, no shipment will be sent without a signed confirmation from the customer.

## **Payments:**

Payment terms are net 30 days from date on invoice, unless otherwise noted.

Finance charges of 1.50% per month will be applied to balances past the due date.

Continued late payments will result in loss of credit terms and future orders will be shipped C.I.A. (Cash in Advance)

Classic Grills accepts credit card payments through: American Express, Visa, Diners Club & Master Card. All credit card payments must be made prior to shipping.

## **Rush Orders:**

Up-charges are in place with the foundry and will be specified on request. Acceptance of these charges must be included on the purchase order prior to the order being processed.

## **There are four ways to order:**

**Fax** (760) 749-7136 Please use the Classic Grills order form.

**E-mail** [sales@classicgrills.com](mailto:sales@classicgrills.com)

**Mail Order** Classic Grills  
14107 Calle de Vista  
Valley Center, Ca. 92082

**Phone** (760) 213-0427

- \* Stock inventory items will ship within 72 hours of processing the order.
- \* Non-stock items will ship in 30 days.
- \* Customer will be notified via fax or email regarding back orders.
- \* Custom orders will ship within six to eight weeks after customer approval of the design.
- \* All orders will be confirmed by fax or email stating the approximate shipping date.

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# Custom Orders

If there is a particular style or patina you desire, we can turn your design into a custom grill.

## Custom Grill Orders

- Custom orders require a 50% non-refundable deposit and full payment is due prior to shipping.
- Custom orders are non-returnable.
- Classic Grills will fabricate the tooling and email a photograph for approval. We are always concerned with proper airflow. Your design may be slightly altered to improve airflow.
- To match finishes customer must provide a physical sample.
- Delivery time is usually six to eight weeks. Some orders may take longer due to the complexities in design and manufacturing.
- Custom orders will require a completed custom order form. The form is to be signed and submitted with the purchase order.
- No custom order will be processed until a custom order form has been signed and returned to our office
- There is an additional one time tooling charge for each custom grill. Call us for a quote.

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# Shipping

All orders will be shipped UPS Ground whenever possible. However should your order exceed UPS size or weight limits, a common carrier will be selected.

## **Freight**

Freight charges are added to the customers invoice unless prior arrangements have been made.

If shipment is required via the customer's carrier, the account number must be supplied in advance and included on the purchase order.

Expedited service is available at customers expense and will be billed accordingly.

## **Drop Ship**

Customers requesting drop shipment will take full responsibility for their merchandise.

## **Claims**

All shipments become the customer's property when they pass into the hands of the transportation carrier. In the event the merchandise arrives damaged, do not refuse shipment. Note next to the receiving signature that you have received a damaged package and place a claim with the freight carrier. Report any damage to the carrier as soon as it is discovered. Classic Grills will assist you in resolving the claim.

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## **Classic Grills Limited Warranty**

Classic Grills warrants all grills to be free of defects in material and workmanship for a period of **one year** from the date of purchase. Warranty is non-transferable and proof of purchase is required. Classic Grills is not responsible for the removal or installation of the replacement grill. Any damage caused by mishandling, improper installation or any other events outside the control of Classic Grills will not be covered.

Classic Grills is not liable for any incidental or consequential damages including, without limitation, indirect and special damages resulting from defects in our products.

No customer, distributor, sales person, dealer or other entity has the authority to alter this warranty either orally or in writing.

### **Please note:**

All of our bronze products are hand rubbed to simulate aged bronze. Finishes will darken and change color based on their environment. This is not considered a defect; it is considered part of the natural beauty of bronze.

Sand-casting bronze creates more than usual distressing of the metal surface. This is an integral part of our products handmade look.

### **Order Discrepancies:**

All orders are carefully packaged and inspected prior to shipping. Classic Grills will pay for all charges associated with errors in packaging and shipping. All mistakes including short orders must be reported within five working days of delivery.

### **Color Deviation:**

We strive to match finishes in a given order. Parts ordered at a later date may not match the original finish. In time, they should age to match the original finish.

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