

Frequently Asked Questions

[Q1. How would my order be shipped?](#)

Answer: Providing a safe and reasonable delivery to your doorstep is our goal.

To serve you better, special transportation rates, provided by FedEx, National Fast Freight and V.A.Inc. offer you a more cost effective and competitive rate in comparison to other transport companies. We always compare competitive rates from other carriers and provide our clients with the lowest rate possible.

[Q2. Can I know my shipping cost prior to my order confirmation?](#)

Answer: Although the exact shipping cost, prior to your order confirmation, would not be available, our customer service department is available to assist you by providing a rough estimate.

[Q3. How do I know when you have new arrivals?](#)

Answer: Updated information on new additions/products is available on our web-site. You may also contact our office for any additional information. You may also opt in to our Automatic Notification System, on our website, to be notified of new products, new product arrivals and special sale items.

[Q4. Where can I come to see your products?](#)

Answer: We attend a considerable number of trade shows across Canada. Please see our events calendar.

We also have a 5000+ sq. ft showroom in Mississauga, Ontario, Canada. We welcome our valuable clients to visit our showroom from 9:00am to 4:30pm Mon-Fri. No appointment is necessary. See our website for details and opt into our automatic notifications system for details.

[Q5. How do I pay for my order?](#)

Answer: We accept payments by VISA / MASTER CARD for all our new customers. A new direct Internet payment system is also available. Net 30, 60, 90 Terms are also available upon approval from our accounting Department. Payment terms may vary for existing clients depending on the payment history, and individual client basis. A credit application may be requested.

Q6. Will my order be shipped if my account is overdue for past invoices?

Answer: All new orders will be approved on an individual basis.

Q7. What happens to back ordered items?

Answer: To ship the complete order is our endeavor. Due to unavoidable circumstances such as non-availability of items, a record is maintained in the customer file of the pending back orders. Upon receiving these items, back orders are shipped after approval and confirmation from our client.

Q8. How much time would it take for an order to be processed?

Answer: Approximately 1 – 2 business days depending on availability. During the peak season, processing could be 1 – 2 weeks. Shipping dates requested at trade shows will be honored.

Q9. Can my order be sent “RUSH”? Would there be any additional cost?

Answer: All orders marked as “RUSH” are given priority at no extra charge.

Q10. Can I pick up my order directly from the warehouse?

Answer: Yes. Please call in advance. Orders can also be placed at the warehouse and picked up the same day.

Q11. Will the amount for damaged items be credited on my Visa or Master Card?

Answer: No. We do not credit the amount on Visa or Master Card. We will replace or extend a credit towards the clients next order..

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Q13. Can the order be shipped to my residence?

Answer: Yes. There is an additional cost involved in the freight charges for any residential deliveries. A signature is required on the “Residential Delivery” form at the time of delivery.

[Q14. What are the different ways I can receive my shipment?](#)

Answer: Small and light weight orders will be shipped as loose boxes. Heavy items or big orders will be shipped on skid/pallettes.

[Q15. Will I have to pay any additional cost for deliveries which are received on skids/pallettes by transport companies?](#)

Answer: If you do not have a loading dock or fork lift availability, an extra cost will be levied by the carrier, in addition to regular freight charges.

[Q16. Can I request for a “Call Before Delivery” by the transport company?](#)

Answer: Yes. However, there is small additional cost which will be levied by the carrier and added to your freight charges.

[Q17. What would my shipping cost be?](#)

Answer: Shipping cost would depend on the weight and size of the items to be shipped. Delivery location would also need to be considered. The percentage can range from 5-20% depending on products ordered and location.

[Q18. How can I receive your catalogue?](#)

Answer: An easy access to our website provides in-depth knowledge of our products. Simply click here and register to obtain a password. For any further queries and clarifications regarding products and services, please feel free to contact our office during working hours 9am – 5pm Mon-Fri.

[Q19. Do you have any tips on maintaining your Statuary/Fountains?](#)

Answer: Poly resin can be painted and finished with almost any kind of paint. However, acrylics are most often used because this type of paint takes the weather well and is UV resistant. Even though some items are treated with outdoor paint, it's your responsibility to maintain the item. How long the item will last will depend on how much care you put into maintaining it.

Tip 1:

The best place to display these statues and fountains are indoors, away from direct sunlight. The item should regularly be cleaned using a wet cloth.

Tip 2:

When using statues and fountains outdoor, UV Protective Varnish should be applied evenly throughout the product before it is placed outside. This spray should be applied at least once every two months. UV Protective Varnish can be purchased at most hardware stores such as Home Depot and Canadian Tire.*

Tip 3:

During extreme weather conditions, statues and/or fountains should be moved indoor for protection. However, if the product is too heavy to move, a weather resistant, waterproof cover should be placed on top of the statue or fountain.

Tip 4:

During the winter, remember to drain fountains of all their water. This will keep the water from freezing and protect it from frozen ice cracking the fountain.

Tip 5:

To keep fountain water fresh, use distilled water and replace at least two to three times a month. The water pump inside the fountain must also be cleaned thoroughly to ensure maximum functionality.**

*BEFORE APPLYING THE THIRD PARTY PRODUCT, PLEASE CAREFULLY READ THE INSTRUCTIONS BEFORE APPLYING. WE ARE NOT ABLE TO GUARANTEE RESULTS OR BE HELD LIABLE FOR USING THIRD PARTY PRODUCTS. ALL ITEMS OUTDOORS WILL STILL HAVE WEAR & TEAR FROM BEING WEATHERED.

**PLEASE REMEMBER TO UNPLUG THE PUMP BEFORE OPENING IT FOR CLEANING.

[Q20. Do you have any tips about Resin Products?](#)

Answer: NOTICE

RESIN IS A PLASTIC PRODUCT. UNDER EXTREME WEATHER IT CAN FADE, PEEL, CRACK, AND POSSIBLY WARP.

IF ITEMS ARE USED OUTSIDE, WE DO NOT GUARANTEE THE LIFETIME OF THE PRODUCT, DUE TO UNCONTROLLABLE WEATHER CONDITIONS.

ONCE YOU RECEIVE OUR PRODUCT IT IS YOUR RESPONSIBILITY TO MAINTAIN IT. HOW LONG THE ITEM LASTS WILL DEPEND ON HOW MUCH CARE YOU PUT INTO IT.

Tips on how to maintain statues and fountains made of resin:

APPLY PROTECTIVE COATING (AVAILABLE AT MOST HARDWARE STORES, HOME DEPOT, CANADIAN TIRE,

ETC.). RE-APPLY EVERY FEW MONTHS.

BRING ITEMS INDOORS DURING WINTER (Below 10C) FOUNTAINS NEED TO BE DRAINED OF WATER AS WEATHER GETS COLDER, ESPECIALLY IN THE FALL WHEN WE HAVE VERY COLD DAYS. WATER CAN FREEZE AND THEREFORE CAUSE THE ITEM TO CRACK.

KEEP WATER IN THE FOUNTAINS FRESH USE DISTILLED WATER AND CHANGE IT ON A REGULAR BASIS. PUMPS NEED TO BE OPENED AND CLEANED EVERY FEW MONTHS.

Fountains and floaters:

DUE TO PROLONGED USE OF THE FOUNTAINS AND FLOATERS, WE DO NOT GUARANTEE HOW LONG THE PAINT WILL LAST. OVER TIME THERE IS A POSSIBILITY THAT SOME PAINT COULD CHIP.

[Q21. How can I become a customer?](#)

Answer: Please fill out and fax or email in the new customer application form available on our website.

[Q22. What happens if I receive damaged product?](#)

Answer: All visible damages must be reported upon arrival and must be written on B/L when you sign for the goods. You must make a claim with the carrier immediately. Other damaged items must be reported within 30 days of the invoice date.