

## About Us

Phelps Company designs and manufactures the finest traditional brass window hardware available. We supply hardware to most of the high-end custom wood window manufacturers in the U.S. and Canada and we have the largest inventory of sash pulleys and brass, bronze and stainless steel sash chain in North America. We keep all of our hardware in stock, most of it in five different finishes, and we ship most orders the same day they are received.

## About Our Hardware

Phelps Company works closely with a small group of quality committed factories, who cast, forge, and finish our hardware to our designs and exacting specifications. All of our hardware has been designed to closely follow traditional patterns, with adaptations when necessary, to suit present-day applications. In our design process, each dimension and contour is determined through a careful evaluation concerning both function and form. This design process, coupled with careful manufacturing and hand finishing, means that our hardware will perform smoothly and elegantly, year after year. We back our hardware with a firm commitment to providing reliable, prompt delivery and knowledgeable technical support.

## Guarantee

All of our products are guaranteed against defects in manufacture. We are happy to replace any hardware which is found to be defective. We cannot, however, guarantee hardware which is placed under unusual stresses or used for other than its intended purpose.

## Before You Order

While some hardware, such as lifts, etc., can be installed by a homeowner, most of the items contained within our catalog are technical in nature and require a higher level of expertise. All of our hardware is of the highest quality, but not all hardware will fit all windows. Successfully selecting window hardware requires careful consideration of many factors to assure that it will fit the specific application and perform properly. Please consider hardware choices and finishes carefully before ordering. Returns are difficult and expensive for everyone involved. We are happy to help with any technical questions that you may have regarding our products.

## Returns

Any returns of non-defective items must be made within 30 days of invoice date, and must be approved in advance by our office. Returned goods must be carefully repackaged to arrive in original, new condition. Hardware that shows signs of use, wear, or damage from careless repackaging will not be accepted for return credit. There is a minimum 20% restocking charge on all returned items. The following items are NOT returnable:

- Sash weights
- Specially ordered or finished items
- Bronze screen wire

## Pricing

Please call for pricing. (We do not publish price lists.)

## Contact Us

Please call us at (802)257-4314 Monday–Friday between 9 a.m. and 5 p.m. EST.  
Fax us anytime at (802)258-2270.