

# DESIGNING AND ORDERING A CUSTOM ROSARY

## QUICK-START!

1. **Get an order form.** See a clerk if they are out.
2. **Check the box for an assembled rosary, for a kit with tools and instructions, or for a kit without tools** (if you already have the tools for making chain rosaries). Assembled rosaries are skillfully made and guaranteed. Look up the associated price in the price list and write it in the blank.

3. **Check the box for the metal** that will be used for all metal pieces; chain, eye pins, center, crucifix, etc. Look up the price for "chain and findings" in this metal and write it in the blank labeled "Chain."

SP	Silver Plate
GP	Gold Plate
SS	Sterling Silver
GF/VM	Gold Filled / Vermeil
KT	14 Karat Yellow

4. **Select a center and crucifix.** Write the ID numbers, names and prices on the order form. *Centers are customary, but optional.*
5. **Clearly print any desired engraving on the order form,** and write in \$10.00 for the cost. *Engraving is optional, and some crucifixes cannot be engraved.*

6. **Select the Hail Mary and Our Father beads** from the images in the this portfolio. Most bead images are oversize to show detail. Actual bead sizes are:

Write the beads' ID numbers, names and prices on the order form.

6mm	8mm	10mm
		

7. **Select a holy medal.** There are special medals available for sacraments and saints. Write the medal name and price on the order form. *Holy medals are optional.*
8. **Add up the prices** (or the store clerk can do this for you), and multiply the subtotal by the number of rosaries ordered.

9. **Fill in your contact information, and give your completed form to the store clerk.** He or she will place your order. Kits are usually delivered in 1-2 weeks; assembled rosaries in 2-4 weeks. All rosaries come with clear instructions on how to pray the rosary. Kits include detailed assembly instructions.

## EXAMPLE ORDER



Item	ID	Name	Price
<input checked="" type="checkbox"/> Assembled <input type="checkbox"/> Kit with tools <input type="checkbox"/> Kit without tools			35.00
Chain	<input type="checkbox"/> SP <input checked="" type="checkbox"/> GP <input type="checkbox"/> SS <input type="checkbox"/> GF <input type="checkbox"/> KT		4.67
Center*	CE-0006	Holy Spirit	4.00
Crucifix	CR-0117	Pastoral	1.30
Engraving*			
Hail Mary Bead	BS-0023	Blue Fossil 6mm	7.71
Our Father Bead	BS-0095	Tiger Eye 8mm	3.09
Medal*			
SUBTOTAL			55.77
x Quantity			1
= TOTAL			55.77

\* optional selection

Your Name <b>John Davis</b>
Street Address Line 1 (or company name) <b>12300 Any Street, Apt 300</b>
Street Address Line 2 (optional)
City, State and Postal Code <b>Springfield, IL 01990</b>
Telephone <b>555-123-4567</b>
E-mail <b>johndavis@someplace.com</b>

# ORDERING DETAILS

Use an order form from the display to place your order. See a store clerk if there are none left. He or she can print some additional forms, and can answer any questions you have while entering your order.

Follow the instructions on the order form. It will refer you to sections in this portfolio from which you will choose your beads, center medals, crucifix, etc. The sections in this portfolio are in the same order as the entry blanks on the order form. The current prices are in the back.

Once you have completed the order form, just take it to your store's check out. The store will accept your order, and call you when it is ready (or have it delivered directly to you). Depending on your store's policies, they might accept payment at the time you place the order, or might wait until the shipment is complete.

So go ahead and take an order form now, and begin your selections.

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## ASSEMBLED OR KIT?

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If you order your rosary completely assembled, our highly skilled rosary makers will construct it for you. We've made hundreds and hundreds of rosaries, and guarantee all of our workmanship. It takes 2-4 weeks for us to complete and ship your rosary.

Or, if you'd like to try your hand at making it yourself, we will be happy to send the parts complete with (or without) tools and detailed, step-by-step assembly instructions. It takes about two hours and average hand dexterity to make one's first chain rosary. And don't worry, if you try to make the rosary and then decide that you'd like us to make it, you can always send it to us and we'll complete it. It takes much less time for us to ship rosary kits; about 1-2 weeks in most cases.

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## ROSARY CHAIN

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Our rosary chain is made with thick, strong, welded links. Circle the material code that you prefer. The available materials are SP, GP, SS, GF/VM or KT; each is explained, below. For example, if you desire sterling silver, check 'SS'.

'Silver' and 'gold' plated (SP or GP) usually refers to the *color* of the finished piece. Though we do all of our plating with real gold and silver, in the jewelry trade these terms can refer to items that are treated to have

the same look and feel. Please note that any plating will wear off with time and use.

'Sterling silver' (SS) is an alloy of silver and other metals — usually copper — with at least 92.5% silver content. It is a strong, attractive solid material. Sterling retains its appearance for the entire life of the piece, needing only a mild cleaning from time to time.

'Gold filled' (GF) refers to the process of plating gold onto a metal through mechanical force. This results in a strong, attractive, long lasting gold coating on the surface of the base metal (usually brass). Gold filled pieces last longer than gold plated, but even the thick, gold filled coating will wear through with time.

'Vermeil' (VM) refers to an item made with a sterling core that is then electro-chemically plated with real gold. It is a high-quality alternative to gold filled items. Like gold plated and gold filled items, the gold layer will wear off with years of use, but in this case revealing the solid sterling underneath. Due to the nature of casting production, high quality gold plated cast items are usually "vermeil." High quality gold plated items that are produced by a stamp and die process or usually "gold filled."

'14 karat' (KT) refers to the purity of the gold used to create a solid gold medal. 14k is the most common, resulting in an attractive and strong piece. All of our items are available in white, yellow or rose gold, though yellow is the most common. Like solid sterling, there is no surface coating to wear off of a 14k item. All it will need is a mild cleaning from time to time.

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## CENTER

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Rosary centers are customary, but optional. If you would like to have a center medal on your rosary, select it from among those available in the centers section, and write the item number, name and price into the order form. We will make sure that the metal matches your chain selection.

If you'd like to omit the center, write 'omit' on the order form or leave the line blank.

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## CRUCIFIX

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Select a crucifix from the portfolio. Write the item number, name and price in on the order form. We will use the same metal as you selected for your chain.

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## ENGRAVING

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Many crucifixes and crosses can be engraved. If you would like engraving, clearly print the letters and spaces as you would like for them to appear, including capitalization. If you opt for engraving, write in \$10 for the cost of engraving.

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## BEADS

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The Our Father and Hail Mary prayers are recited with specific beads on the rosary. There are 6 Our Father and 53 Hail Mary beads on most rosaries. In general, the beads are all the same size — usually 6 or 8mm — but some people prefer slightly larger Our Father beads. The bead images in the portfolio are oversize to show detail. Your beads will be smaller. The chart shows the ‘real’ size for 6, 8 and 10mm beads. Six and eight millimeter beads are most common.

Beads are often chosen in relation to a particular month. For example, if giving a rosary set to a couple getting married in August, one might select peridot or carnelian, as these stones are associated with August.

If you have flowers from a special event — a funeral, wedding, birth, etc. — we can use the petals to create long-lasting kiln-fired ceramic beads for a rosary. Please give these dried flowers, at least one per rosary, to the store clerk with your order form. The store will see that the flower are delivered to us for making your beads. To select beads made from your real flowers, choose from the ‘heirloom rose beads’ in the unusual beads section.

6mm	8mm	10mm
		
Month	Birthstone	
January	Garnet	
February	Amethyst	
March	Aquamarine Bloodstone	
April	Diamond Crystal Mother of Pearl	
May	Emerald Green Onyx	
June	Alexandrite Pearl Moonstone	
July	Ruby Jasper	
August	Peridot Carnelian	
September	Sapphire Lapis	
October	Opal Tourmaline	
November	Topaz Citrine	
December	Turquoise	

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## OPTIONAL HOLY MEDAL

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We can include an attractive holy medal, attached to the rosary between the center and crucifix. See the holy medals section for a list of available saints and related vocations. There are also medals specifically for baptism, confirmation and first communion. All of these are available in silver plate, gold plate, sterling, gold filled and 14k. If you would like a medal added to the rosary, write in the medal’s name in the name blank and the price from the price list section.

If you don’t want the optional medal, just leave the line blank or write ‘omit’ in the line.

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## SUBTOTAL, QUANTITY AND TOTAL

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Add the prices in the right column of the order form to arrive at a subtotal. Write in the number of rosaries you would like, and multiply the subtotal by the quantity to arrive at the total due.

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## CONTACT INFORMATION

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Fill in your contact information *exactly as it should appear on a mailing label* and give this order form to the store clerk along with the rest of today’s purchases. Be sure to include your phone number and e-mail address so you can be reached when the order is completed. Your information will remain confidential.

Most stores accept payment upon delivery of the rosary. Some may request a complete or partial payment in advance if your order is being drop shipped, engraved, or if advance payment is the stores normal policy for special orders.

It will take 2-4 weeks for us to complete your order. The store will contact you when it is ready to pick up.

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## WARRANTY

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All parts and workmanship are guaranteed against defect. Please note that plating does wear off naturally with time, and that even very strong, well made rosaries can come apart if pulled *very* hard.

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## OPTIONAL AND SPECIAL ORDER PARTS

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If you are ordering a *kit* and you’d like us to omit some items (because you already have them or are acquiring them elsewhere), write ‘omit’ on the line in question.

Other centers and crucifixes are available (for an additional charge). See the clerk if you would like to get a quote on other items.



# TABLE OF HOLY MEDALS

To order a holy medal with your rosary, write the medal's name (the word in SMALL CAPS) on the order form. The prices are in the price list.

## SACRAMENT MEDALS

BAPTISM

CONFIRMATION

FIRST COMMUNION

## PERSONS

AGATHA

AGNES

ALBERT

Medical Technicians

Medical Technologists

Scientists

ALEXANDER

ALEXANDRA

ALOYSIUS

ALPHONSUS

AMBROSE

ANASTASIA

ANDREW

Fishermen

Gout

Russia

Scotland

Single Women

ANNE

Cabinet Makers

Canada

Grandmothers

Horseriders

Housekeepers

Housewives

Mothers

Women In Labor

ANTHONY

Amputees

Barren Women

Butchers

Cemetery Workers

Domestic Animals

Faith in Blessed Sacrament

Grave Diggers

Lost Articles

Monks

Poor

Travelers

APOLLONIA

AUGUSTINE

BARBARA

Ammunition Workers

Architects

Artillery

Brass Workers

Builders

Fireworks

Fortifications

Founders

Gunners

Impenitence

Lightning Miners

Stone Masons

Storms

Sudden Death

Warehouses

BENEDICT

Homeless

Monastics

Monks

Poisoning

Speleologists

BENJAMIN

BERNADETTE

BERNARD

Alpinists

Mountain Climbers

Skiers

BLAISE

BONAVENTURE

BONIFACE

BRENDAN

Mariners

Navigators

Sailors

Seafarers

Yachtsmen

BRIDGET OF SWEDEN

CAMILLUS

Hospitals

Nurses

Sick

Sickness

CASIMIR

CATHERINE

Artists

Leather Workers

Philosophers

Scribes

Secretaries

Stenographers

Tongue

CATHERINE LABOURE

Miraculous Medal

CECELIA

Composers

Musicians

Throat

Vocalists

CHARLES BORROMEO

Apple Orchards

Catechist

Clergy

Colic

Seminarians

Spiritual Directors

Stomach Trouble

Ulcers

CHRISTOPHER

Automobiles

Bachelors

Bus Drivers

Hazards of Traveling

Motorists

Porters

Sailors

Travel

Travelers

Truck Drivers

CHRISTOPHER/AIR FORCE

CHRISTOPHER/ARMY

CHRISTOPHER/COAST GUARD

CHRISTOPHER/MARINES

CHRISTOPHER/NATIONAL GUARD

CHRISTOPHER/NAVY

CLARE

COSMAS & DAMIAN

Barbers

Druggists

Pharmacists

Physicians

Surgeons

Chemical Industries

DANIEL

Prophecy

DAVID

Wales

DENNIS

Headaches

DISMAS

Prisoners

DOMINIC

Astronomers

Choir Members

Dominican Order

DOROTHY

Florists

Gardeners

DYMPHNA

Family Harmony

Insanity

Mental Illness

Nerves

Rape Victims

Runaways

EDITH STEIN

EDWARD

ELIZABETH (of Hungary)

Bakers

Countesses

Falsely Accused

Nursing Services

Tertiaries

ELIZABETH ANN SETON

Widows

ELMO

EMILY

FLORIAN

Firefighters

FRANCES CABRINI

FRANCIS DE SALES

Authors

Confessors

Congo

Deaf

Journalists

Press

Teachers

Writers

FRANCIS OF ASSISI

Animal Welfare Society

Animals

Birds

Catholic Action

Fire

Italy

Merchants

Needle Workers

Solitary Death

FRANCIS XAVIER

Apostleship of Prayer

Australia

Borneo

China

Emigrants

Hospital Administrators

Immigrants

Missioners

Missions, Domestic

Missions, Foreign	Hunters	JOHN VIANNEY	LUCY
New Zealand	Machinists	Confessors	Blindness
Winemakers	Mathematicians	Parish Priests	Cutters
<b>GABRIEL (ARCHANGEL)</b>	IGNATIUS	Priests	Eye Diseases
<b>GEMMA GALGANI</b>	INFANT OF PRAGUE	Secular Priests	Eyes
<b>GENESIUS</b>	ISAAC JOQUES	<b>JOSEPH</b>	Peasants
Actors	ISIDORE OF SEVILLE	Belgium	Peddlers
Comedians	IVES	Canada	Saddlers
Dancers	Advocates	Carpenters	Salespeople
Dance Teachers	Judges	China	<b>LUKE</b>
Epilepsy	Lawyers	Confectioners	Artists
Lawyers	Notaries	Doubt	Butchers
Montebanks	<b>JAMES</b>	Dying	Doctors
Organ Makers	Arthritis	Engineers	Glass Industry
Secretaries	Blacksmiths	Families	Goldsmiths
<b>GENEVIEVE</b>	Chile	Happy Death	Jewelers
<b>GEORGE</b>	Laborers	Hesitation	Notaries
Boy Scouts	Pilgrims	Married Couples	Painters
Cavalry	Rheumatism	Peru	Physicians
Chivalry	Tanners	Pioneers	Sculptors
England	Veterinarians	Universal Church	Surgeons
Farmers	<b>JASON</b>	Workers	<b>MADELINE</b>
Soldiers	Converts	<b>JOSEPH THE WORKER</b>	<b>MADONNA DEL GHISALL</b>
<b>GEORGE/AIR FORCE</b>	<b>JOAN OF ARC</b>	<b>JOSEPH CUPERTINO</b>	<b>MARCELLIN CHAMPAGNAT</b>
<b>GEORGE/ARMY</b>	France	<b>JOSHUA</b>	<b>MARGARET</b>
<b>GEORGE/COAST GUARD</b>	Servicewomen	<b>JUAN DE LA CRUZ</b>	<b>MARIA FAUSTINA</b>
<b>GEORGE/MARINES</b>	Soldiers	<b>JUAN DIEGO</b>	<b>MARIA GORETTI</b>
<b>GEORGE/NATIONAL GUARD</b>	Virgins	<b>JUDE</b>	Purity
<b>GEORGE/NAVY</b>	<b>JOAN OF ARC/AIR FORCE</b>	Desperation	<b>MARIA STEIN</b>
<b>GERARD</b>	<b>JOAN OF ARC/ARMY</b>	Hopeless Cases	<b>MARK</b>
Expectant Mothers	<b>JOAN OF ARC/COAST GUARD</b>	Impossible Situations	Glaziers
Mothers	<b>JOAN OF ARC/MARINES</b>	<b>JULIA BILLIART</b>	Notaries
Pregnant Women	<b>JOAN OF ARC/NATIONAL GUARD</b>	<b>JUSTIN</b>	Stained Glass Workers
<b>GERMAINE</b>	<b>JOAN OF ARC/NAVY</b>	<b>KATERI</b>	<b>MARTIN DE PORRES</b>
<b>GERTRUDE</b>	<b>JOHN OF GOD</b>	<b>KATHERINE DREXEL</b>	African Americans
<b>GREGORY</b>	<b>JOHN OF THE CROSS</b>	<b>KEVIN</b>	Poor
Musicians	<b>JOHN THE BAPTIST</b>	Long Life	Sick
Singers	<b>JOHN THE EVANGELIST</b>	<b>KILIAN</b>	Poor
<b>GUARDIAN ANGEL</b>	Art Dealers	<b>LAWRENCE</b>	Hairstylists
<b>HELEN</b>	Publishers	Blindness	<b>MARTIN OF TOURS</b>
Archaeologists	Asia Minor	Ceylon	<b>MARTHA</b>
<b>HENRY</b>	Booksellers	Cooks	<b>MARY MAGDALENE</b>
<b>HOLY FAMILY</b>	Compositors	Fire	<b>MATTHEW</b>
<b>HOLY SPIRIT</b>	Engravers	Lumbago	Accounts
Counsel	Lithographers	Poor	Bankers
Fear of the Lord	Paper Makers	<b>LAZARUS</b>	Bookkeepers
Fortitude	<b>JOHN BERCHMAN</b>	<b>LILLIAN</b>	Stockbrokers
Knowledge	Altar Servers	<b>LEO THE GREAT</b>	Tax Collectors
Piety	Mass Servers	“LORD IS MY SHEPHERD”	<b>MAXIMILIAN KOLBE</b>
Understanding	Youth	<b>LOUIS</b>	Difficult Century
Wisdom	<b>JOHN BOSCO</b>	<b>LOUISE</b>	Families of Addicts
<b>HUBERT</b>	<b>JOHN NEUMANN</b>	Orphans	<b>MICHAEL</b>
Dog Bite	Catholic Education	Widows	Battle
			Germany
			Grocers

Mariners	PATRICK	Dog Fanciers	Student/Schools
Paratroopers	Ireland	Invalids	Theologians
Peril at Sea	Snake Bite	Plague	THOMAS MORE
Police Officers	Toothache	ROSE OF LIMA	Adopted Children
Radiologists	PAUL	Latin America	Civil Servants
Sailors	Authors	Philippines	Court Workers
Seafarers	Press	Vanity	Difficult Marriages
Sick	Public Relations (Hospitals)	SARAH	Lawyers
Temptation	Publishers	SCAPULAR	Stepparents
MICHAEL/AIR FORCE	Travel	Equador	Widowers
MICHAEL/ARMY	Writers	SCHOLASTICA	TIMOTHY
MICHAEL/COAST GUARD	PEREGRINE	SEBASTIAN	Stomach Disorders
MICHAEL/MARINES	Cancer Patients	Archers	URSULA
MICHAEL/NATIONAL GUARD	Skin Diseases	Arrowsmiths	VALENTINE
MICHAEL/NAVY	PETER	Athletes	VERONICA
MIRACULOUS	Bridge Builders	Bookbinders	VICTOR
America	Butchers	Cattle	VINCENT DE PAUL
Brazil	Clock Makers	Diseases	Charitable Societies
Hungary	Fever	Children, Unruly	Charity
Portugal	Fishermen	Enemies of Religion	Hospital Workers
United States	Foot Trouble	Funeral Directors	Lepers
Virgins	Frenzy	Gardeners	Prisoners
MONICA	Long Life	Hardware	Spiritual Help
NICHOLAS	Masons	Iron Workers	VINCENT FERRER
Bakers	Net Makers	Lead Workers	WALBURGA
Brewers	Ship Builders	Plague Patients	WILLIAM
Brides	Stationers	Potters	Adopted Children
Children	Wolves	Racquet Makers	ZACHARY
Coopers	PETRONILLIE	Stone Masons	
Greece	PHILIP	Swans	
Pawn Brokers	PHILOMENA	STANISLAUS	
Russia	PIO OF PIETRELCINA	STAR OF THE SEA	
Sicily	RAPHAEL	Navigators	
Switzerland	Apothecaries	Sailors	
NINO OF ANTOCHA	Blindness	Yachtsmen	
OUR LADY OF FATIMA	Druggists	STEPHANIE	
OUR LADY OF GOOD	Eye Diseases	STEPHEN	
COUNSEL	Happy Meetings	Austria	
Enlightenment	Lovers	Bricklayers	
N.C.C.W.	Nurses	Casket Makers	
OUR LADY OF GUADALUPE	Safe Journey	Stone Workers	
Mexico	Sheep Raisers	THERESA/TERESA OF AVILA	
OUR LADY OF HOPE	RAYMOND	Aviators	
OUR LADY OF LA VANG	Expectant Mothers	Missions, Domestic	
OUR LADY OF LORETTO	Medical Records Librarian	Tuberculosis	
Aviators	Obstetricians	THERESE OF LISIEUX	
Flyers	RICHARD	France	
Home Builders	RITA	Missions, Foreign	
Lace Makers	Desperation	THOMAS (THE APOSTLE)	
OUR LADY OF MT. CARMEL	Healing of Wounds	THOMAS AQUINAS	
OUR LADY OF PERPETUAL HELP	Loneliness	Catholic Universities	
Never Failing Hope	Tumors	Clear Weather	
OUR LADY OF PROVIDENCE	ROBERT	Pencil Makers	
	Canonists	Scholars	
	ROQUE	Schools	
	Aids		

# CUSTOM ROSARY DISPLAY & PORTFOLIO GUIDE

The purpose of this display is to assist you in providing unique handmade rosaries to your customers. It is designed for use by gift, book and jewelry stores, and rosary makers. The upright display and portfolio are useful to stores, and occupy a small amount of retail space. The portfolio alone is needed by rosary makers.

The order-handling process is a simple one (we will assume that you already have a general knowledge of the rosary):

1. Familiarize yourself and your sales staff with the display contents and ordering process. You might make a couple practice orders.
2. Keep this card, *Praying the Rosary*, *Making Chain Rosaries* and *Order Form* master sheets on file. *You will need them.*
3. Make sure that the display is stocked with order forms and place it in an accessible area of your store. *Placing it in direct sunlight might result in rapid degradation of the color images.*
4. Provide assistance to customers if needed as they fill out the order form.
5. Confirm that the form is properly completed. Weekly fax the collected forms along with a purchase order to 503-434-5803. Your display number, \_\_\_\_\_, should be on the order forms, and/or on your PO. We allow up to \$100 revolving, net 30 credit terms for new accounts (additional amounts need to be prepaid or COD). We will gradually increase the credit limit as long as your account is kept current.
6. We will complete the orders in 1-4 weeks and deliver them to you along with an invoice. Parts and kits ship quickly. Assembled rosaries take a little longer. We can drop ship orders direct to your customers under your label if you desire (the invoice will go to you by separate mail).
7. Let your customers know that the completed orders are ready to be picked up.

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## COMMON QUESTIONS

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**Should the customer make payment to us or to The Rosary Shop?** Your customers should make payments only to you. *We do not collect any payment from or contact your customers.*

**When should we collect payment from the customer?** For the purposes of the transaction with your

customer we recommend that you treat this no different than you would any other special order. You are free to collect payment or a deposit at any point. We recommend doing so when the order is placed if it is your general policy to do so, if you think doing so will limit your risk in the sale, or *if the customer has requested engraving*. However, most customers feel best about paying upon delivery. It is ultimately your decision.

**What refund/return policy should we offer to our customers?** Different stores have different policies regarding returns and refunds. We suggest that you be as generous as you can be. Customers are hesitant to make purchases of unseen/unknown items without some kind of satisfaction guarantee.

**Is there a warranty?** Yes. Every rosary we make and every component we provide is guaranteed against defect in materials and workmanship. No time limit. Any rosary may be returned for repair, exchange or *partial* refund at any time. It is our goal to be entirely just when it comes to returns, exchanges and repairs. We handle these on a case-by-case basis.

**What if a rosary needs repair?** If the repair is necessary as a consequence of a defect in components or original workmanship, we will repair or replace the rosary at no cost (you are also welcome to perform the repair if you have the skills and wish to as a customer service). Simply mail it to us with a note and we'll take care of it. If the repair is not covered by warranty, the cost is labor plus the replacement parts.

**What if my customer returns the rosary or never picks up his order?** The easiest solution, assuming the item is not engraved or damaged, is to keep it on hand and sell it to another customer, perhaps at a discount. As an alternative, we will accept most returns for a partial refund (usually the value of reusable parts).

**What is the markup?** The display comes with a price list calculated for a 30% margin on sales (~43% markup) as of the date of printing. This is a relatively low percentage compared to items normally *stocked* by a gift store. The advantage to you is that relatively little time is required to manage the sales, and you really have no stock to carry (and therefore no significant capital tied up or at risk).

**Can we change the list prices?** You are free to set the prices as you wish. If you would like a different margin percentage, or if our costs change considerably such that the included price list becomes out of date, you can always create and print a new customized price list at <http://www.rosaryshop.com/portfolio.php>. You could also edit the individual line items by hand on the price sheet if you want to change single line item prices.

**What if the display becomes damaged or out-of-date?** Replacement pages and parts are available. We update our inventory and prices from time to time. As we do so, we will send you replacement pages, or you can print them directly from <http://www.rosaryshop.com/portfolio.php>.

**Will you contact my customers directly?** *We will never go around you.* All communications related to any order you provide will be made only with you (unless you ask us to do otherwise). Please note: We routinely do direct mailings to parishes and religious schools. We provide an electronic newsletter to people who already order from us. We also have a web site from which we do direct sales. Apart from these activities, we do little or no active retail marketing and have no plans to change this.

**Will you refer customers to me?** Yes. We will provide a searchable geographic directory of stores and representatives with displays for our national (and international) web visitors.

**I would like to make the rosaries, and only wish to use the display to help the customers select the parts.** That is fine. When you place your orders with us, be sure to check the box that requests that we send the parts unassembled. If you do not check this box, and your customer ordered an assembled rosary, we will assemble the rosary prior to shipping it to you (and bill you for the assembly).

**Do you have other parts I can include?** Yes, we carry over 1600 parts for rosary making (as of this printing). You are welcome to order and stock any of these. See our web site for the latest catalog and availability.

**What about cord and flexwire rosaries? What about other prayer chaplets?** To keep this system as simple as possible we have limited it to chain, five-decade Dominican rosaries, the most popular general style of all Christian prayer chaplets. In the future we might expand it to include other kinds of findings and chaplets. Cord and flexwire are available on our web site.

**Should I keep a stock of any parts or completed rosaries?** We recommend keeping copies of how to make and how to pray the rosary on hand. Some stores like to keep a small selection of custom rosaries on hand for immediate sale. You don't need to keep other parts around unless you wish. If you are a rosary maker it will help you to serve your customers more quickly if you keep a stock of items on hand. We have resources just for this — parts boxes and totes — available on our web site in the tools section.

**Can I place the orders for parts and rosaries some way other than faxing in the order forms?** Yes. There is no requirement that you use the order forms to place your order; they are only provided for your convenience. A good alternative is to place the orders directly on our web site. Doing so can result in additional order discounts for you

(as much as 20%). This is especially useful if you keep some parts on hand and wish to make an order that has different parts or quantities.

**How do you ship the products to us?** We generally ship by US mail. We can also ship by UPS and Federal Express for expedited and oversize items. We prefer to ship by US mail because it is the 'best deal,' and often just about as fast as other options. It requires less paperwork and labor time to complete the orders. The only disadvantage to US mail is that it is not traceable in-transit; but traceability, though a nice customer service, doesn't actually get a shipment to the destination any faster.

**What about late or lost shipments?** Sometimes we run low on some items. Your customer would not be happy if we shipped a rosary or rosary kit that was missing one or more parts, so we hold such orders until all needed items arrive. If you place your orders on our web site, it will automatically warn you about low stock items, you will be able to check the order status at any time, and you'll receive a confirmation e-mail when the order ships. If an order is being held due to an out-of-stock condition, we are happy to make substitutions *upon your request*. We will re-send any shipment that does not arrive within two weeks of when we shipped it.

**Why would my customers purchase from me instead of direct from The Rosary Shop?** There are several reasons, not the least of which is that *your customers know and trust you*. You are the one who can provide them the best possible service.

**How do we pay for our shipments from The Rosary Shop?** We accept payment by check, money order, VISA, MasterCard, American Express and PayPal. Upon purchase of a display and/or portfolio you are granted a small net 30 credit line.

**Does The Rosary Shop do any bookkeeping for me?** We provide invoices with the shipments, via e-mail, and/or by separate surface mail. We prefer to invoice by e-mail. We can provide invoice copies and summary statements upon request.

Please do contact us if you have any other questions or suggestions for improvement. Our goal is to assist you in your efforts to serve your customers, and we are open to your comments on how we can help.

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