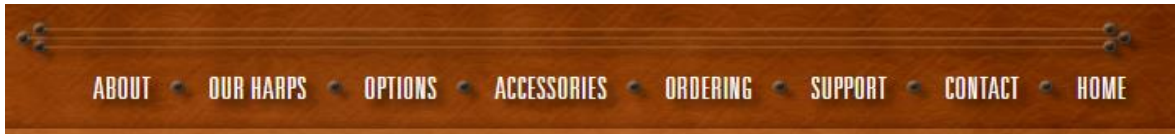


Guide / Checklist for Ordering a Triplett Harp

Here are the steps to take / things to consider when you purchase one of our beautiful hand-crafted harps. If you print this, you can write in your answers so that it will be a guide for you when you contact us to actually place your order.

Step 1: You must first decide which model of harp you would like to purchase.
If you go to our home page, you will see this:



If you click on OUR HARPS the types of harps we have are listed:



Clicking on any of the categories will then show you the harps available in that group. Then, click on the harp you would like to see more about and you will see a complete description of that instrument, including base prices. These prices include a full set of Camac levers (these are silver in color). If you would like a different kind of lever, please call us to see what is available.

You can also compare our harps by string range and by sound by clicking on one of these categories (also under OUR HARPS):



Model of Harp I Would Like to Purchase: _____

Step 2:

Next up is the decision concerning what type of wood you would like for your harp. We typically use Cherry, Maple, Walnut and Bubinga. You can see examples of each type of wood here (in the order just listed):



Type of wood I would like for my harp: _____

Step 3:

You have just decided the kind of wood to use for the body of your harp. Next, you need to decide if you want a 2-toned harp.

What does this mean? We can make the harp all one type of wood, like you see in the pictures in Step 2, or you can have the wood on top of the soundbox, which is called the soundboard, made of a contrasting maple, like in these pictures:

(These are called 2-toned harps)

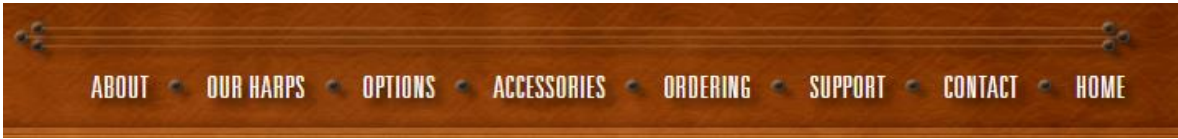


There is no additional cost associated with having the contrasting maple

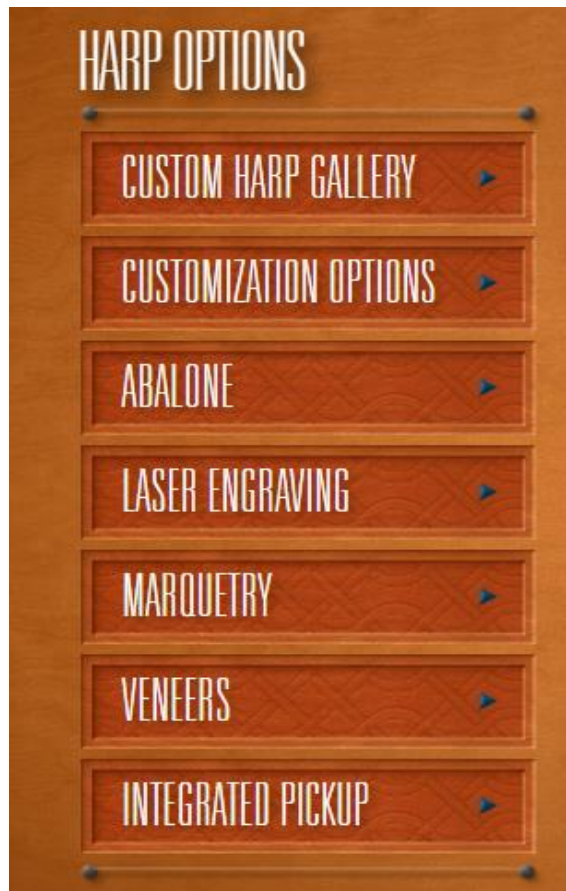
Do I want a 2-toned harp:

Step 4:

Enhancements can also be added to your harp. To see what is available, on our home page click on **OPTIONS**:



As a result, you will see these categories. Explore each of these to help you decide if you would like to add one of these to your harp (at an additional cost):



Do I want to add one of these options to my harp?

If so, which do I want to have added:

Step 5:

Now that you have decided on the kind of harp you would like, and the options that you would like to add, you need to make a decision about the carrying case for your harp. To start, most of our harps automatically come with our custom fitted cordura foldable case that we make here at our factory. It is very plush and well-suited to protect your beautiful harp. We use a heavy corder for the outside of the case, fleece on the inside and naugahyde to protect the levers and tuning pins:



If you have a harp with more than 30 strings, do you want just the case, or a case with what we call a wheel set-up? The wheel set-up is pictured here:



Adding the wheels and the wheel assembly is an additional \$150

If you want just the wheels themselves, it is an additional \$100

I have selected a harp with more than 30 strings. Do I want to add the wheel set-up?

If you have a harp with less than 28 strings, do you want just a regular carrying case, which would look like the picture above, or would you like straps added so that you can carry the harp like a backpack as pictured here:



The cost to add the backpack straps is \$25.

I have selected a harp with less than 30 strings. Do I want to add the backpack straps?

Step 6:

We recommend that you invest in an extra set of strings as well. This way you have a backup of all of the strings on the harp. Call us for the price of adding this extra set.

Please note that strings can break at any time - even when you are not playing the harp.

When a string breaks you can order a single replacement harp string at that time as well. Whether you purchase a full extra set at this time, or in the future buy individual strings, please remember: Our strings are unique to our harps, so to keep your harp warranty active use only Triplett made strings. We buy only the best materials available in the USA.

Would you like to order an extra set of strings: _____

Step 7: Shipping Costs, Ordering your Harp and Payment:

Ordering & Payment: After you have e-mailed or called in your order, we will send you an invoice. Payment is made in full at the time of the order unless other arrangements are made. We accept checks, credit cards and PayPal. If paying via credit card or PayPal, you can submit your payment on-line via our secure site.

Shipping: The cost of shipping is NOT included in the price of the harp itself. The extra cost will be included on your invoice when you order your harp:

A - We ship our larger harps via trucking companies. We usually use YRC. The harp can be delivered to your home (they call and make an appointment first) or you can travel to the local terminal near you for pickup. If you travel to the terminal for pickup, it is less expensive and generally easier for our working customers. We will send you your tracking number as soon as it ships.

B - Our smaller harps are shipped via Fedex nationally and regular US mail internationally. We will send you your tracking number as soon as it ships.

Step 8: Returns and/or Damages:

Since each of our harps is custom made, we have a restocking fee of 25% if you decide to cancel your order BEFORE the harp is shipped.

Once our harps are shipped, there are NO returns unless there is a warranty problem with the harp. If this occurs, we will replace your harp.

If a harp is damaged during shipping, we will replace your harp. This is VERY rare since we pack our harps very carefully.

If you have any questions, please do not hesitate to contact us via e-mail or by phone.

We are so pleased that you have decided to purchase one of our harps. We hope it will bring you many hours of enjoyment now and in the years to come!