

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:

Forepillars:

A forepillar is an extra piece of wood automatically affixed to the front of the pillar of some of our harp models as can be seen here:



Partial view of the front of a forepillar

Partial view of a forepillar from the back showing how it extends beyond the pillar on both sides forming a type of "lip"

It not only adds an extra flair to the aesthetic appearance of the harp, but it also provides the opportunity to add a beautiful enhancement / customization to your harp, such as those which can be seen under our "Options" tab.

The forepillar automatically comes with the following models:

- Avalon 25
- Avalon 26 Wire
- Axline 30
- Catalina Deluxe 34
- Celtic 34
- Eclipse 38
- Luna 35 Wire
- Signature 36
- Silhouette 36

The forepillar can be added, at an extra charge, to these harp models:

- Shanti 28
- Sierra 30
- Sierra 34
- Sierra 36
- Ventana 32

I have selected one of these harp models. Do I want to add the forepillar?
YES _____ NO _____

Step 5:

Staved Back VS Square Back

These terms refer to the shape of the back of the harp, which is the section of the harp closest to a harp player. The SQUARE BACK harp is similar to the shape of a traditional box in that it incorporates square corners. Here is an example of one of our SQUARE BACK harps:



The harps which come automatically with the Square Back and are NOT available in the Staved Back:

- * Sierra 36
- * Sierra 34
- * Sierra 30
- * Axline 30
- * Shanti 28
- * Christina 25 & 26
- * Avalon 25
- * Zephyr 22
- * Avalon 26 Wire
- * Irish 25 Wire
- * Ventana 32

The backs of our STAVED BACK harps are made of five different vertical strips or pieces of wood joined together and designed so that it looks almost like one continuous shape with gently formed "corners" where the separate pieces come together. Here are pictures of STAVED BACK harps:



The harps which automatically come with a STAVED BACK and are NOT available in the SQUARE BACK are:

- * Eclipse 38
- * Signature 36
- * Silhouette 36
- * Lune 35 Wire

***IMPORTANT NOTE:** If you select either the CELTIC 34 or the CATALINA DELUXE 34 as your harp, you have the choice of having either of these made in the STAVED BACK or the SQUARE BACK style. Please see the price for each style on our website.

I have chosen the CELTIC 34 (or the CATALINA DELUXE 34) to be crafted for me. Do I want a SQUARE BACK or a STAVED BACK style? My selection: _____

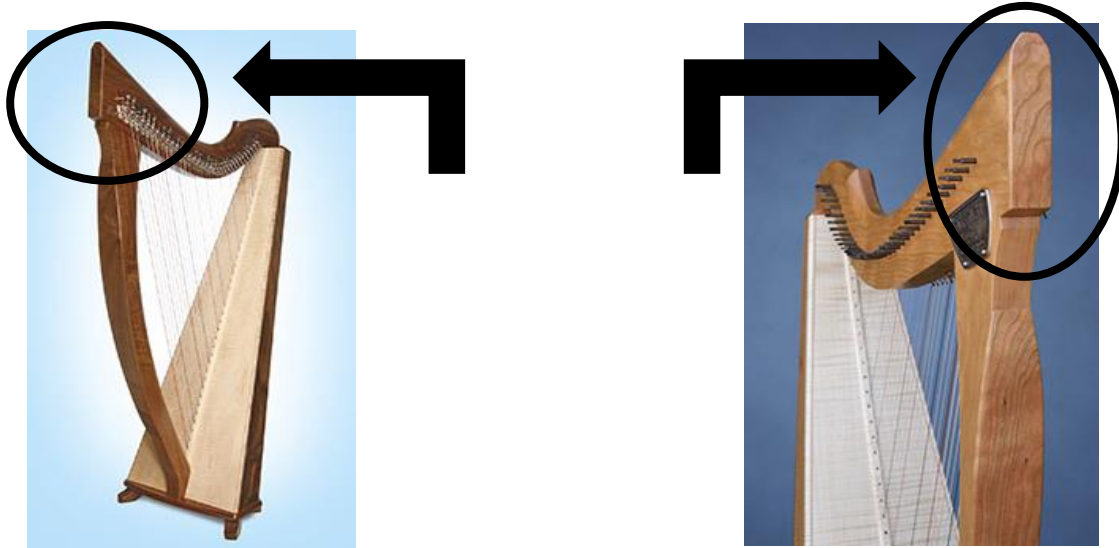
Step 6:

What are Neckcaps?

You may have seen that some harps come with a Neckcap. What is this? It is an additional stylistic piece/section of wood which is automatically a part of these harp models only:

- Silhouette 36
- Catalina Deluxe 34
- Celtic 34
- Luna 35 Wire

Here are a couple of views of Neckcaps:



The only decision you need to make regarding the Neckcap, if you order one of the models listed above, is whether you would like to add, at an additional cost, any enhancement / customization to this area of your harp. Here are a couple of examples of the types of enhancements that buyers often add to the Neckcap:



Please see Step 8 of this Checklist regarding where to locate, on our website, information regarding enhancements / customizations that can be added to our harps.

I have selected one of the models that automatically comes with a Neckcap. Do I want to add any enhancement / customization to it?

YES _____ NO _____

Step 7:

If you choose the Christina Harp, you have the following decisions to make:

A - Do you want the range C3-F6: This is from the C below Middle C to the 3rd F above Middle C; this includes 25 strings

OR

Do you want the range C3-G6: This is from the C below Middle C to the 3rd G above Middle C; this includes 26 strings

B - Do you want to purchase a folding stand (also called a display stand or floor stand)? This is used if you do not want to store your harp in a case, but would rather have it displayed in your home, making it easier to access when you want to play your harp. Please see our website for the current price. This is a picture of the assembled stand:



This is made of the same wood type that you choose for your harp



Here you can see how the stand can be easily taken apart for easy storage if not being used.

C - Do you want a lap bar for your Christina? This is attached to the harp if you want to balance it on your lap to play it as shown below. Please see our website for the current price.



This is made of the same wood type that you choose for your harp

D - Would you like to purchase a standing bar to use with your Christina? This gives added height to your Christina so that, in essence, you are playing it similar to the way you would play a floor harp. Here are two views of this stand. Please see our website for the current price.



This is made of the same wood type that you choose for your harp

E - You also have the option to purchase a full-sized standing bar. This is like the smaller standing bar, but is utilized to play your Christina while you are standing. Here is a picture of the full-standing bar being used with the Christina. Please see our website for the current price.



This is made of the same wood type that you choose for your harp

F - Would you like to play your Christina while standing and/or walking? If so, you have the option to purchase a strap which is attached in two places to this harp. Here are pictures showing how this strap is used. Please see our website for the current price.



G - One Last Note on the Christina Harp: We automatically include a wooden inset engraved with a Celtic Cross identifying this beautiful instrument as a Triplett Christina Harp (Please see picture below). If you are interested in a different inset, please notify us to see what is available.



Do I want this inset?

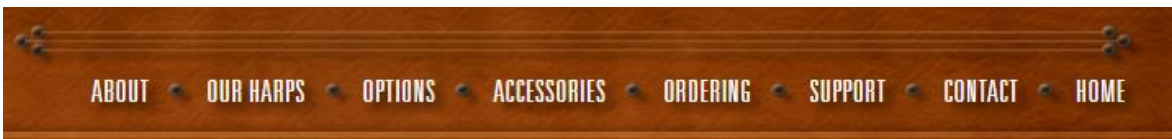
YES _____ NO _____

Do I want to talk to Triplett Harps to see what other inset might be available?

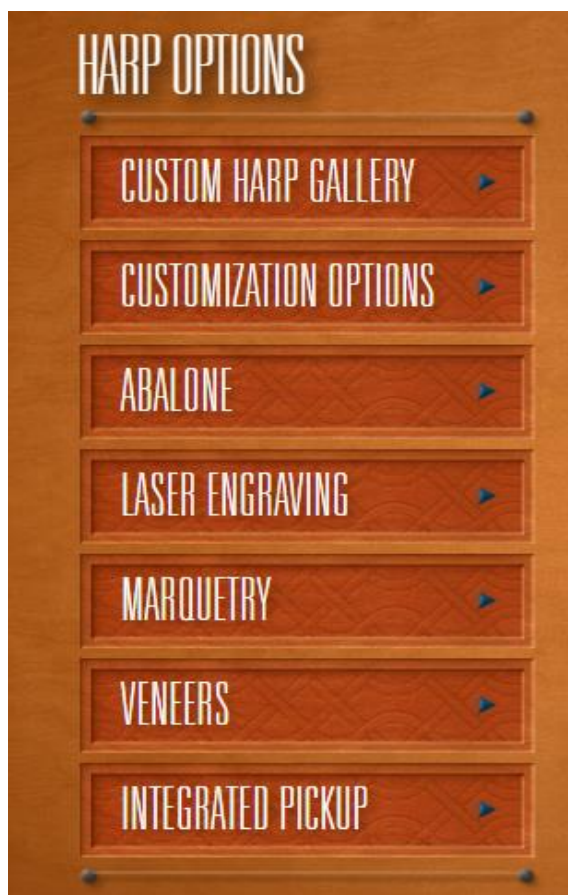
YES _____ NO _____

Step 8:

Enhancements can also be added to almost any 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 9:

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 10:

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 11: 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 12: 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!