

## Gem Bright Feather Flags – Questions & Answers

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The following information is designed to help you with your selection of our Feather flag products. If you do not see what you are looking for, please contact us. Please print this form and keep it for future reference. Thank you for your interest in American Flag & Banner Companies products.

### Q – Free Shipping?

A – Yes, Every Feather flag order ships UPS Ground Free, and no there is no sales tax!

### Q – Are your products guaranteed?

A – Yes, We realize that there are times when a product may not perform as designed. We will replace or repair any defected product in a timely manner. We are committed to making sure you are happy, and we support all of the products we sell. In cases of unusual wear or damage because of conditions beyond our control, we will work with our customers to remedy the situation to the satisfaction of both parties. The improvement of our products over the years has been based on your input, and our working together with you, our valued customer.

### Q - What is included in the Feather Flag set?

A – One 3' X 12' Feather flag that is gracefully shaped to be aesthetically pleasing, one 15' telescoping fiberglass/high density composite FlexMaster Wonder Pole® (The Wonder Pole® is guaranteed not to brake.), vinyl end cap to protect the Feather flag, FlagMate to hold flag on the pole, 24" polyurethane ground tube, and instructions.

### Q - How do Feather flags attach to the Wonder Pole®?

A – Every Feather flag is constructed with an open end pole sleeve for fast and easy slip over fit. Just slip the flag onto the pole and fasten the flag to the pole using the FlagMate™ strip supplied with every flag. The flag has the opposite Velcro piece sewn into the bottom hem for that purpose. There are no unsightly grommets, or strings used to secure your Feather flag.

### Q - What is the size of the Feather flag?

A – The Feather flag is 3' wide and 12' high flag that is gracefully shaped to be aesthetically pleasing, flutter at the slightest breeze, and present a full display of color when mounted on the Wonder Pole®.

### Q - What size pole should I use for the Feather flag?

A – Every Feather flag set comes with a 15' telescoping fiberglass/high density composite FlexMaster Wonder Pole®. This is an ideal height to display the 3x12' Feather flag.

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### Q - How does the pole fit in the ground?

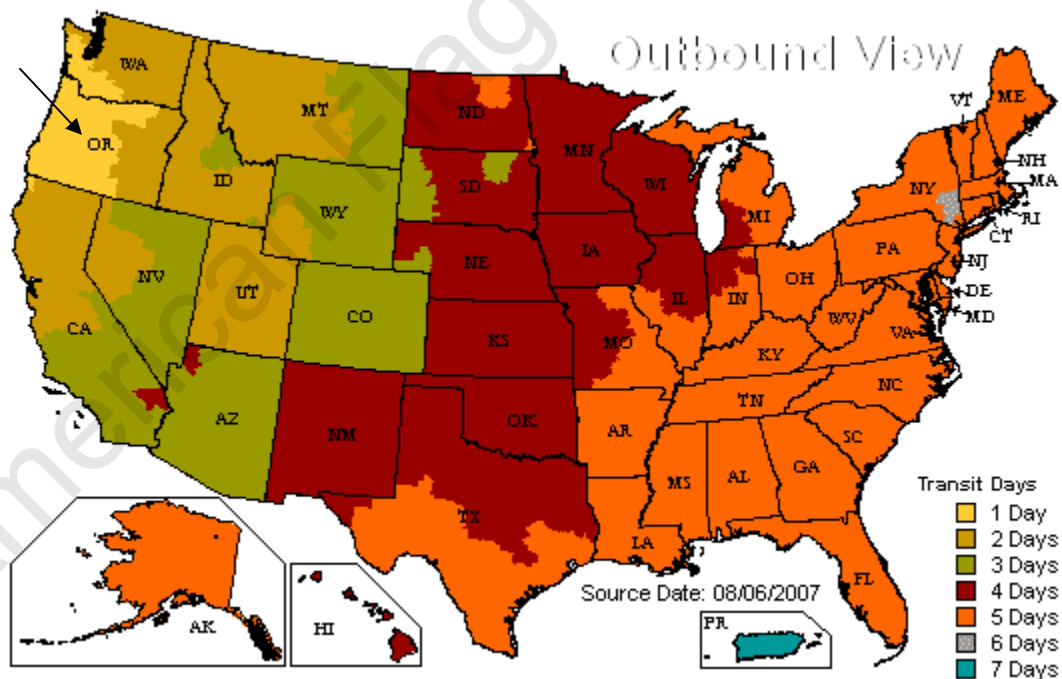
A – For permanent mounting we supply a 24" high density polypropylene ground sleeve with every set. You can also use our optional 30" hardwood wood stakes for temporary installation. For semi-permanent installations use our 24" steel stake designed for turf or soil. We also have portable bases, and vehicle tire stands for display on hard surfaces. The Wonder Pole® and flag can be secured to fences and tent legs using nylon cable ties found in every hardware & general stores. See our accessories page for more details. When using the stakes, tap the stake in to the ground part way until firm but not set. Extend the pole a short distance and place it on the stake to plumb the pole. Remove the pole, and finish driving the stake into the ground.

### Q – Can I select three colors from your color chart to make a custom three striped flag not shown in your store selection box?

A – Yes, Use the small "Ask a Question" link in the box just to the left of the product on that page. List the colors, and their order on the flag, and we will confirm your selection.

### Q – When will my order ship?

A – Most online orders ship the same day or next business day.



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### Q – How long will it take for my order to arrive?

A – We ship UPS daily. Your order will ship UPS Ground or by your preference the same day or next business day depending on when the order was received. UPS does not count the day of pickup from our location. If you must have your order by a certain date, please call us, or select the appropriate shipping method when using our online secure store. If you order on Monday and the order is processed on Tuesday, a 3-Day shipping selection will arrive Friday of that week. We cannot guarantee any on time arrivals under any circumstances and cannot refund the expedited shipping cost unless it is a shipper error. It is the Customers responsibility to allow sufficient time for order processing and shipping to the desired location. If your product does not arrive in time, and you return it, it will be subject to a restocking charge. If you have any additional questions regarding arrivals, please email us directly from the product page, we are here to help.

### Q - I need my product right away, what should I do?

A – When you check out, select the appropriate UPS service, such as Next Day Air, etc. We will ship your order according to your preference. You can also fax us at 503-585-4294 or for immediate rush service. Please note we are on Pacific Standard Time. Please use the outbound map as a reference only.

### Q - How do you maintain the best price & quality?

A – We are the manufacturer, not a reseller at end of a long chain of middlemen. We make and sell our products, and test them at our 16 acre facility. The flags, poles, and accessories are made to work with each other. Most resellers buy a variety of products from various sources and mix and match them. Many of their products come from offshore, and quality control cannot be maintained.

### Q - What material is the Feather Flag made of?

A – Solid color and striped Feather flags are made from high quality Gem Bright™ nylon. This nylon has the brightest colors, and is color fast. The material is ideal for outdoor and indoor continues use. Our "Message" series Flutter flags are constructed of Gem Bright™ polyester and finished with our exclusive seamless hem.

### Q - Are you the manufacturer?

A – Yes, we are the largest specialty flag & pole Manufacturer / Designer in the United States. We design & manufacture the items we sell. They are made in the USA, and all of our products meet our high standards of quality & performance.

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### Q – How long will my flag last?

A – There is no absolute answer to this question due to the various applications, geographical and environmental factors. We use the only domestic made goods and produce all of our Feather flags at our location. We can insure the highest standards of construction, and our flags will last or outlast any flag on the market today.

### Q - Can I use my own pole with the flag?

A – Yes you can, but we don't recommend this because of several reasons. Many poles are not designed to prevent rip through at the top of the flag. Metal poles are highly conductive, and present electrical safety problems. Other poles or tubing may not be strong enough to carry the flag in windy conditions, and or are not the right diameter to fit the Flutter flag on properly. The Wonder Pole® has many valuable features which make it an ideal investment for display of your flags. It is non conductive, strong, lightweight, has a tip covering for flag protection, and is extremely strong withstanding very high winds. You can use the Wonder Pole® to fly other flags & banners.

### Q - How do I mount my Feather flag on the Wonder Pole®?

A – The flag has a pole sleeve hem and simply slips over the top pole section and is secured with the FlagMate™ (supplied with your flag) to the pole. It takes only seconds to show your colors! Every Flutter flag & Wonder Pole® set comes with a 24" ground sleeve, FlagMate, and easy to follow instructions. We also carry a full line of accessories for temporary or portable use of your flag & flagpole.

### Q - Can I install my Wonder Pole® and banners?

A – Yes, the Wonder Pole® is easy to install and comes with instructions. The telescopic wonder Pole® will accommodate several styles & sizes of flags, banners, kites, and streamers. Have fun mixing and matching your favorite flags.

### Q - Can I customize my Flutter flag?

A – We do not offer after product printing because it is very expensive, delays shipment, and most printings begin noticeable fading in only a few months. We believe the real effect of these flags is in their attention getting colors and action. Basically a flag should not be a sign, and a sign should not be a flag. For this reason we use a deep dyed process which lends itself quantities of 100 flags or more. We use this process to print our stock message flags and obtain a longer lasting print, lower price, and obtain vibrant coloring. Our three striped sewn Feather flags are another great way to get that special effect, and incorporate your company colors.

### Q - How can I get a receipt of my purchase?

A – After completing your purchase using a valid email address we will email you the tracking number and your invoice. Your email information will be given to no one. We can also fax you the invoice or place it in the box at time of shipping.