

FAQ ABOUT THE NASH COMPANY

BACKGROUND QUESTIONS

What's the history of The Nash Company? We formed the business in 1985 with our first product, The Complete Conductor Kit, and we've grown from there. In keeping with our focus on composers, we began working with a few from Broadway, most notably Stephen Sondheim, and began our meanderings into humor when we began poking a bit of fun at Martha Stewart.

The company is owned by Nicholas Nash who has had careers in education as a teacher, administrator, and professor, as well as in public radio as a regional and national network program director – and as an on-air essayist for the domestic and worldwide radio services of the Christian Science Monitor in Boston, MA.

Where are you located? Our offices and warehouse are located in White Bear Lake, Minnesota, a northern suburb of Minneapolis and Saint Paul.

Who are some of your customers? The Hollywood Bowl, Carnegie Hall, The Kennedy Center, Chicago Symphony Orchestra, Philadelphia Orchestra, Los Angeles Philharmonic, One Shubert Alley, and Boosey & Hawkes in London.

What are your days and hours of operation? As an internet business, our hours are quite flexible. In general, we are open from 10-5 pm (Central Time) Monday through Thursday and are closed on Friday. We monitor email daily from dawn until well after dusk. During the summers, we are sometimes even harder to find, especially if the weather is nice.

Why don't you publish a catalogue? Two reasons, mainly. They are very expensive to design, print, and mail, and as soon as they come off the press, they are out-of-date. We like the internet – its speed and flexibility, and we can show things in full color, all factors which help keep our prices low. Just think of our web-site as a catalogue, and you'll have it right. However, if you want your own catalogue, email us, and we'll send you, via snail mail, a copy of our web-site and wholesale price list on CD-ROM.

How do we open an account? Easy. Be a real business (we don't sell to individuals at wholesale), complete and return a credit app, send us a copy of your sales tax, and wait a week for approval. If you need an item sooner, let us know, and you can order using a credit card.

Do you have an order minimum? Our initial opening order minimum is \$100, although in special circumstances, we might make a rare exception. No minimums are required for subsequent orders.

How about quantity discounts? Yes, and these are shown on the price list which you receive with an open account.

How do we pay for our order? If you have an open account, our terms are net 30, with 1.5% interest added for late payments. Or you can pay by credit card (Visa, MasterCard, Discover, American Express).

How can I place an order? Almost any way you want....via email, fax, phone, voicemail, snail mail. Many of our customers generate a purchase order out of their own accounting programs and simply email it. Whatever works for you is probably just fine with us.

How soon are orders shipped? In general we ship within a business day. Our general policy is to ship what we have in stock and create a back order. When the backorder ships, the customer is not, repeat not, billed for shipping charges.

What shipping methods do you use? We try to make the best decision based on cost and delivery speed, so we use everything from First Class Mail to FedEx. If you have a preference, we abide by your wishes and will contact you if we disagree.

Can we track our orders? When your order ships, we send you an email message with tracking information (UPS/FedEx) or a Delivery Confirmation Number (USPS).

How can we contact you? We prefer email, but you can use phone, fax, voice mail, snail mail, pony express, hand delivery. In fact, you can email us from just about every page on our web-site.

Do you do custom work? Yes, typically on shirts, batons, and of all things, kazoos. Contact us for more information

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