



## Explanation of Our Ordering Procedures [www.railing-designs.com](http://www.railing-designs.com)

Modular Handrail Designs, LLC does not sell standard-sized handrail "kits". All railing systems are priced according to the quantity of components required to create the length of railing necessary for the project. Each system is unique per each project's individual size requirements.

The photos displayed on our [Railing Systems](#) page are representations of possible configurations. The railing systems in those photos are samples only, and are not for sale. Each railing sample has a variety of different components to showcase design flexibility.

Click on the railing system photos to see the exact components used to create each sample.

### Ordering is EASY!

1. If you know the quantities of components required for your railing project, simply visit <http://www.railing-designs.com/railing-components.html> to place your order online!
2. To submit an order request by fax or e-mail, download our standard order form here: <http://www.railing-designs.com/order-form-2010-2.xls>. Fill in all of the required information on the form, and submit via fax at 704-373-2995, or by e-mail to [order@railing-designs.com](mailto:order@railing-designs.com). You will receive an order confirmation within one business day. Please note that our office closes at 4:00 P.M. EST/EDT. Though, most of the time we are able to provide order confirmations the same day they are received, they may be sent the next day if received after 2:00 P.M. EST/EDT, Monday through Friday.
3. If you know which railing system you want, but do not know the quantities of components required, no problem! E-mail [quote@railing-designs.com](mailto:quote@railing-designs.com), and we will determine your components quantities. You **MUST** include: **1)** Railing system you prefer. **2)** Length and height of your railing system. **3)** Delivery address. **4)** If possible, please provide a photo or drawing of the area that requires railing.
4. If you receive a quote from us, and are ready to place an order, reply to that e-mail or fax telling us that you are ready to proceed. We will provide a secure payment link, where you can pay for the order.

If you have further questions about our ordering process, please visit the following pages:

**Customer Service:** <http://www.railing-designs.com/customer-service.html>

**FAQ:** <http://www.railing-designs.com/faq.html>

If your question is not answered in this outline, or on our web site, please e-mail us at [info@railing-designs.com](mailto:info@railing-designs.com).