

**FAQ (frequently asked questions).**

Before you enquire about sails (or other parts/fittings) please look in our price list first. Often requests for a price are for sails which are in our list, it will save time if you firstly refer to the price list. If your yacht isn't listed in our "150 sails" list or in our price list, then please send a sail plan/sail sizes with your initial enquiry. We can't quote you without having sail dimensions (and an indication of preferred sail material).

**Q. Do your prices include postage?**

**A. No, for rates click on the first link on the next answer – phone or email your order to us and we work out the postage/carriage.**

**Q. How do I order and pay, what is the best way to pay?**

**A. You may phone or email your order. Click on <http://www.nylet.co.uk/order.pdf> - this link has 'rates' of PayPal charges – so read this first, it'll speed the ordering process by avoiding you selecting a way to pay that doesn't suit you. See also <http://www.nylet.co.uk/mail.html> You may transfer funds electronically (BACS) if you prefer to use that method; please ask for the relevant details.**

**Q. Do you take credit/debit cards?**

**A. Yes; see link in the previous answer.**

**Q. Do I have to have a PayPal account to pay that way?**

**A. No, you don't need an account with PayPal, they will advise you the amount to pay and show you how to do so. All we need from you is a list of items you wish to purchase, our downloadable order form is online for your convenience.**

**Q. Do you stock "xyz"?**

**A. All products are to be found in the price list (600 items) – please click on this link first before you enquire - <http://www.nylet.co.uk/catalog.pdf>**

**Q. Do you stock sails?**

**A. No, very rarely, we aren't selling shirts! Every suit is made to order and with trim in the colour you specify.**

**Q. How long does it take to make sails?**

**A. Please see our mail order page, we will give you an estimate of delivery time on special (non-standard) sail orders.**

**Q. I can't see the fitting I want in your price list.**

**A. In that case, if its not listed, then sorry but we don't sell it.**

**Q. I've looked in section E of your price list but can't find pictures of the different fittings.**

**A. There are photos of most fittings to be found on our site, go to the two fittings pages for link.**

**Q. Do you sell sail winches and radio control equipment?**

**A. Yes, see the sail winch page for available units. However we leave radio equipment to the model shops many of whom supply via mail order; the Planet T5 2.4gig radio is a good starting point, but the more you pay generally the more facilities you get, and the signal range should increase.**

**Q. Are your prices VAT extra?**

**A. No, we are not VAT registered.**

**Q. I need advice on rigging my yacht and winch installation.**

**A. Of course we are here to help with advice on the phone. We certainly suggest you purchase a copy of our BB3 "how to" booklet, it's got pretty well everything you might want to know.**

Q. I'm thinking of making my own sails, can you help?

A. *We sell sailcloth (prices see section G) as well as sailmaking accessories. See also our B20 "how to" booklet on sailmaking.*

Q. I have a yacht but I don't know what it is.

A. *Most class yachts are defined/rated by LOA (but not the A-class or Ten Rater for instance). Marblehead yachts are 50 inches overall (LOA); 36R yachts are exactly that, thirty-six inches. Older timber yachts were often homemade, sometimes from plans, but often just scratch built. There were commercially made yachts like Gamages, Alexander and the Star yachts, which will probably have a name plate.*

Q. I have bought a Marblehead with a glassfibre hull and its more than 30 years old. Would you know what design it is?

A. *M-class designs run into many many hundreds. If you have the yacht registration number then go to the MYA web site (see "links" on our website); they have a good record system going some way back in time.*

Q. I have acquired an old Nylet yacht, I understand its from the 1970s, but there are no sails or spars or radio; do you have plans for it?

A. *No, our records don't go that far back I'm afraid. In the 70's our hulls were made by Tony Abel, and we only kept paper records for a few years of yachts that were no longer marketed; it was pre-computer days! But if it is a Moonraker, Moonracer or Challenger, or the later Pirate, Royalist or Gypsy then we have sail sizes from which we can make new sails for you.*

Q. I have an old 36 inch yacht but there are no sails or spars. Is there a standard size sail?

A. *No, there are unlimited sail designs in that class since there is no restriction on sail size. You might pick up some tips from looking at other 36 inch yachts at your local club if they sail those yachts. Also there is information in our **BB3 booklet** on how to use a flotation test to work out the C of E and mast position (if it isn't marked on the deck). With the mast position known you can design the sail rig.*

Q. I have an old timber yacht but no sails or spars, however there is a hole for the mast position. Can you make me some sails?

A. *Yes, if you want to do the spade work yourself and design a rig then the BB3 booklet will help you. Otherwise we may be able do this for you but naturally there is a fee.*

Q. I am about to attempt to restore an old timber yacht, but I don't quite know where to start.

A. *Our B9 "how to" booklet has useful general information and tips for the beginner about tackling older timber yachts, with pictures, and it will give you an idea of what is going to be involved.*

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