

HARDWARE

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CANCELLATION OF ORDERS.

If there is one thing more aggravating than another, to the ordinary wholesale merchant, it is to have an order for goods, which have been booked, refused or cancelled by the customer, for no other reason, perhaps, than since the order had been given the market price of these particular goods had declined or that a rival traveller had offered him the goods at a lesser rate than he had given his order for. It is annoying to the wholesale merchant, that, after an order has been booked for goods for import or forward delivery, if the market decline, a desire is expressed to have the order cancelled.

There are few, if any, wholesale houses in Canada, that will not deliver goods as promptly as possible, even though prices advance sharply after the order is booked. In fact, at the time the order is booked, all reliable firms, in turn, contract with the manufacturers or their agents on the basis of the sale, or else have previously covered their contracts by purchasing ahead, and, consequently, deliver at the same time profit in case of an advance, as they would had the market declined. But when in the event of a decline customers endeavour to cancel, or refuse to accept delivery, the wholesaler or importer is placed in an exceedingly awkward position. As for example: A, who is a consumer of galvanized iron in, say Woodstock, places an order with B & Co., a Toronto wholesale firm, for two cases of galvanized iron at 5c. per lb., delivered at Woodstock. In order to deliver at this place it is necessary for B & Co. to have this iron shipped on a through bill of lading from London or Liverpool, as the case may be, and this is done. But before arrival of the iron A writes that he has been offered same quality at a lower price, and unless B & Co. will meet this figure he wants the order cancelled. For B & Co. there is but one thing to be done in order to protect themselves, and that is to insist upon the terms of the contract being carried out, but in most instances the buyer is a customer whose trade is, perhaps, valued highly by the wholesale house, and for this reason the latter does not care to insist on the purchaser taking the goods, and

must, if he cannot otherwise arrange and does not see his way clear to lose money in accepting the price offered, have the iron held to order at Woodstock, and sell it when opportunity offers at whatever he can get for it.

This is manifestly unfair. No wholesale house can afford to pay travellers expenses and salary for the purpose of booking orders and then have these orders cancelled, nor can they afford in every instance to insist upon delivery being taken; the results are clear. The wholesaler loses confidence in the retailer and in the next transaction must take into account the manner in which the previous transaction was regarded by the customer and ask for his goods a proportionate increase in price by way of protection. The retailer on his part must feel that he cannot continue to do business on the same footing with the wholesale house, and distrust and dissatisfaction, besides oftentimes pecuniary loss result from what may at the moment seem to be but a minor matter in the cancellation of an order.

Let it be laid down as a standard principle to guide every transaction of every business man of integrity and honour that whatever goods he orders he shall be prepared to take, and that without grumbling, no matter what changes take place in the market; and also it is well for the retailer to bear in mind that the wholesaler has his business to carry on the same basis though on a somewhat larger scale, and the same rules which govern one in a transaction or in the carrying out of a contract—should also govern the other.

TRY THIS PLAN.

The rapid increase of the population of Toronto has brought into existence a class of men known as speculative builders, that is, men who erect buildings to sell. There are a goodly number of them and competition in this line of business is almost as keen as it is in the grocery or dry goods trade.

The diversity of style and the lay out of the houses shows a desire to meet the wants and please the tastes of the most fastidious, each builder vying with his neighbor to produce

something new that will be sure to make his building sell. Competition will always bring to the front the man with improvements or novelties in any kind of trade, and to a certain extent are we indebted to competition for the improvements in our houses over those erected a very few years since.

But we have not by any means reached that point where we can sit down and say, "well, this house of mine is complete in every respect;" there are comforts and conveniences yet to be added, and our object in this article is to draw the attention of builders and architects to some things that are now omitted and could be added at a small additional expense.

A few years ago the man who fitted up his home with what is called modern conveniences, namely, bathroom and watercloset, was thought to be very extravagant, and when to this a little later on he added the hot air furnace, it was said he was putting on style. To-day the mechanic can rent a house with all these conveniences without the fear of being considered either extravagant or stylish, knowing that he is simply enjoying the conveniences and comforts that are placed within his reach, and that he can afford to pay for.

Now that the hot air furnace, or hot water heater, or whatever system is employed, is considered indispensable in the modern house, why not furnish a cooking apparatus fixed permanently in the kitchen. Let it be a Range for coal, or a gas stove, an article that every householder must have, and one of the most expensive and inconvenient articles of furniture to move; and yet we cart these things around from house to house and have to put up with the expense and trouble because we are not yet educated to the plan of having them as fixtures in our houses.

The builder who will add this as a new feature in the next block of buildings he erects will have no difficulty in selling or renting the same.

The desirability of heating a house with a heater located in the basement is admitted by all; extend this system a little more and warm the kitchen from the same source; place in kitchen a modern gas cooking stove capable of doing the cooking for a good sized