



SAFETY & SERVICE IS OUR STRENGTH

Order Policy

Remit To Address

Our remit to address is mentioned below along with our phone and fax numbers.

Returned Checks

There will be a **\$35.00** charge for all returned checks and new payment must be made by either Cashier's Check, Cash or Money Order to replace the returned check.

Purchase Orders

We prefer that all orders be placed in writing and either faxed or emailed along with a PO # for easier tracking and to avoid any errors. Please note that a confirmation will be sent back to you either by fax or email. *If you do not receive a confirmation from us then more than likely we did not receive your order.*

Job Site Deliveries: On orders that are shipping direct to jobsites we **MUST** have the contact name and phone number on the order. Also, if there is a window time frame for delivery to be made, such as close by time - that also must be noted. **Additional freight charges MAY be incurred due to conditions beyond our control such as:**

1. Freight carriers having to wait for job site to take delivery
 2. Unusual delivery conditions
 3. Deliveries that are being made to a RESIDENCE
 4. Redelivery fees added if the 1st delivery attempt was not completed
- Please note that carriers will NOT leave freight without a signature!***
5. Incorrect ship to addresses provided may result in additional charges

Custom Orders

A written and signed Purchase Order is required for all CUSTOM made orders. Custom orders are NON cancellable and are NOT returnable. Custom orders require a **25% deposit** which is non-refundable once the fabrication has started. Freight charges additional on ALL custom orders.

Miscellaneous Fees

- Payments made via a domestic or foreign wire transfer will be assessed a \$15.00 processing fee.
- Canadian & all other foreign checks - \$ 35.00 processing/handling charge
- Incorrect ship to addresses provided may result in additional charges

Corporate Headquarters:

240 West Parkway, Pompton Plains, NJ 07444

Houston Office:

1610 Greens Road, Suite 410, Houston, Texas 77032

phone: 973-831-1555

toll-free: 1-800-950-6999

fax: 973-831-1525

www.strongman.com