

How To Order

Pricing: Prices shown are \$USD and may be subject to change without notice. Orders in other currencies may be accepted by quotation.

Accounts: Please complete our Account Application Form (available at the rear of this catalog or on web-site) and return the form along with your standard credit reference sheet. Account application processing can take 2 to 3 business days.

New Customers: New customers may order immediately by paying via credit card, PayPal, bank wire transfer or Interac bank transfer. We accept Visa & MasterCard payments by phone or by fax or by e-mail. American Express & Discover cards are processed through our *E-Invoice* system; where we send you an electronic invoice that you pay on-line.

Purchase Orders: Purchase orders from established customers may be submitted verbally, by fax or by e-mail. Your PO will be acknowledged with an expected shipping date.

Verbal Orders: Call 610-906-3549. Customers accept responsibility for errors on verbal orders not confirmed by an e-mail or fax confirmation.

Minimum Order Quantity & Value: Some products may have a *Minimum Order Quantity* (MOQ) such as a full spool, full coil, full carton, etc. A minimum order value may be in effect for items where we do not have partial coils, spools or boxes available for a *by-the-foot* product. If the order quantity is less than the minimum order value, a processing fee of \$25.00 may be applicable.

Most Orders Shipped Same Day: The vast majority of products are always in stock and can ship same day providing you order on-line, by fax or call by 11 AM EST. Fabricated items require more time – please call for a fabrication quote. Tadpole Tapes, Sleeve with Velcro and Welding Curtains can typically be produced in 2 to 3 days, however it can run 5 to 10 business days for large orders or if we are particularly busy. Other fabrications with complex shapes can take up to 15 business days. Please call for an estimate.

Shipping: Unless otherwise specified, orders will be shipped UPS ground, prepaid and billed or on your account. For Dealers or Distributors, Blind or Drop shipping to your customer is available – please specify on your PO if you will be providing a Packing List and send it to us ASAP. We can also use your carrier and account if you prefer.

Customer Service Excellence: We are focused on customer service; your assurance of the correct product, quality checked & delivered on-time. All products are RoHS compliant.

AB Technology Group

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