

# Catalog Terms, Ordering, & Shipping Info

## BUSINESS HOURS:

Monday - Friday 7:30 am - 4:30 pm (PST)

## HOW TO PLACE AN ORDER:

**Phone:** 800-423-4494 or 800-452-6736 (4JANSEN)

**Local Call:** 626-442-0271

**Fax:** 626-444-3847

**E-Mail:** weldjansen@aol.com

**Pick-up:** Jansen Ornamental Supply's Warehouse  
10926 Schmidt Rd., El Monte CA 91733



## SHIPPING:

We ship nationwide and internationally. All orders called in before 3:30 pm (PST) are shipped the same day subject to in-house stock and credit approval. All orders are F.O.B. El Monte, California. We ship with UPS, Ontrac, FedEx, DHL, USPS and common carrier. Any claim for loss or damage must be filed by you against the carrier. Shipments may be subject to additional fees by the carrier.



## LOCAL DELIVERY TO SO. CALIFORNIA AREA:

With your \$100 order we deliver FREE to most cities in the Santa Barbara, San Luis Obispo, Fresno, Los Angeles, Orange, Riverside, San Bernardino, and San Diego Counties.



## NO QUANTITY LIMIT:

We have no quantity limit on our products. All orders great and small are treated with the same care and great service as you have come to expect from Jansen's shipping department.

## TERMS OF PAYMENT:

Jansen offers an in-house 30 day credit based upon other commercial credit. Credit terms are Net 30 days upon approval of a submitted and signed credit application. Credit application may be found in the back of this catalog or faxed for your convenience. We accept all major credit cards and debit cards (Visa, MasterCard, Discover, and American Express). Company checks are accepted only after approval of our credit department and bank verification. Return check fee for non-sufficient-funds is \$25.00 per occurrence.

## PRICING:

Due to the erratic steel market, we no longer publish prices in our catalog, a separate price list is available by fax or mail. You can also download the current price list at our website, "http://www.jansensupply.com/password.htm". Call for your user name/password. All Prices are subject to change without advance notice.

## BACK ORDERS:

Your Jansen Salesperson will inform you at the time of your order if the stock is currently available. In the case of a back order we will ship the item as soon as the material becomes available.

## PRODUCT INFO:

Product specifications, dimensions, and weight capacities can be subject to change without notice, due to manufacture changes not made aware to us or there might be slight dimensional variations in items that are hand forged, but these changes are kept up to date as possible. All drawings and dimensions shown in this catalog are for reference only.

## RETURNED GOODS:

No returns are accepted after 30 days of purchase (no exceptions) and all returns must be authorized by a Jansen sales representative and may be subject to a 10% restocking fee. The merchandise must be returned in its original box, undamaged and in a "re-salable condition". **Any product cut, drilled, painted or altered in any way by the customer is non-returnable.** Credit will be issued when the product(s) are received at our warehouse. Freight must be paid by the customer unless a call tag is issued by a sales representative. We will be pleased to issue an in-store credit toward your next purchase or return your money in the manner it was received.

## SPECIAL ORDER ITEMS:

No return or refunds on special orders and must be paid for in advance prior to ordering it.

## DAMAGE OR MISSING ITEM CLAIMS:

**Please inspect your shipment immediately.** Upon receipt of your shipment any damages, shortages, or wrong items shipped must be reported to a Jansen sales representative within 5 business days of receiving your package(s). If you do receive a damaged box with missing items from it, please keep the box and packing material for inspection by the carrier for up to two weeks.

Please make note on the bill of lading any shortages or damage at the time of delivery in order to receive replacement, or for making a claim with your carrier.

## WWW.JANSENSUPPLY.COM

