

SPECIALITY MATERIALS

RADIATION SHIELDING
FIRE PROTECTIVE
BALLISTIC RESISTANT

ENGINEERS, DESIGNERS AND MANUFACTURERS
OF LIFE AND SAFETY PRODUCTS AND MATERIALS

"ESTABLISHED 1943"

PROTECTIVE PRODUCTS

DOORS • BARRIERS
GLASS • WINDOWS
PANELS • SYSTEMS

RAY-BAR ENGINEERING CORPORATION

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RAY-BAR CUSTOMER ORDER CONFIRMATION PROCESS

- CAREFULLY READ AND DOUBLE CHECK QUANTITIES, SIZES AND PRODUCT DESCRIPTIONS
- CAREFULLY VERIFY SHIP TO DELIVERY ADDRESS IS CORRECT
- SIGN BOTH: ORDER CONFIRMATION AND ALSO WARRANTY TERMS/CONDITIONS
- SCAN AND RETURN BOTH: SIGNED ORDER CONFIRMATION AND SIGNED WARRANTY
- YOUR SIGNATURE CONFIRMS YOU HAVE FULLY READ, UNDERSTAND AND ACCEPT PRODUCT DESCRIPTIONS AND TERMS AS CORRECT
- THERE ARE ABSOLUTELY NO RETURNS, CREDITS OR REFUNDS AS ALL PRODUCTS ARE CUSTOM MADE TO YOUR ORDER
- IF CIA TERMS: EITHER FILL OUT AND RETURN CREDIT CARD FORM, OR IMMEDIATELY MAIL / FEDEX COMPANY CHECK *OVERNIGHT*
- ***PLEASE NOTE: NO FABRICATION WILL BEGIN UNTIL AFTER WE RECEIVE ALL REQUIRED SIGNED PAPERWORK BACK AND PAYMENT RECEIVED, AS WE CAN NOT MAKE UP FOR TIME LOST IN DELAYS IN YOUR SIGNING OUR PAPERWORK OR SENDING FULL PAYMENT FOR CUSTOM PRODUCTS.**
- ESTIMATED CUSTOM FABRICATION TIMES ARE ALREADY FAST AND VERY REALISTIC
- ANY CHANGES MUST BE IN WRITING (NO VERBAL DIRECTIONS)
- ANY CHANGES TO THE PRODUCTS WILL POTENTIALLY DELAY FABRICATION FURTHER AND INCREASE PRICE(S)
- ADDITIONAL CHARGES APPLY FOR: LIFT GATE, CALL BEFORE DELIVERY, ADDRESS CHANGES, RE-DELIVERY ATTEMPTS OR RESIDENTIAL DELIVERIES
- **ALWAYS OPEN AND INSPECT ALL PRODUCTS CONDITION IMMEDIATELY UPON RECEIVING IN THE PRESENCE OF THE DELIVERY DRIVER**
- NO CLAIMS FOR DAMAGE WILL BE HONORED OR ENTERTAINED BY THE SHIPPER OR RAY-BAR AFTER SIGNED RECEIVING DATE.
- *IF DELIVERY DRIVER WILL NOT ALLOW INSPECTION UNTIL SIGNING FIRST, THEN SIMPLY WRITE "POSSIBLE CONCEALED DAMAGE" ON THE THEIR RECEIPT AND THEN IMMEDIATELY OPEN AND INSPECT ALL CONTENTS FOR CONDITION
- ALWAYS INSTRUCT YOUR RECEIVING DEPARTMENT OR CUSTOMER TO IMMEDIATELY OPEN AND INSPECT REGARDLESS OF OUTSIDE CRATE APPEARANCES

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"WHEN PROTECTION IS REQUIRED, THERE IS NO SUBSTITUTE FOR SKILL AND EXPERIENCE"