

# Danmar Products

Equipping people. Enhancing lives.

800-783-1998

## ORDERING INFORMATION

### Placement

Place orders by mail, fax, telephone, email, or on our website. Include model number, product name, size, quantity, options, color, and price. All custom orders are subject to a customization fee and must be confirmed in writing.

### Payment Terms

Orders can be mailed in with a check or money order. They can also be placed using a credit card (VISA/ MasterCard/American Express/Discover) for new accounts, pending credit approval. All prices are subject to change without notice. Payments must be made in U.S. funds.

### Shipping and Delivery

Orders ship from Ann Arbor, Michigan. We ship via UPS, Fed Ex, Parcel Post, or First Class Mail within 10 business days after receipt of order. Customized or out of stock items may delay shipping. Any deviation from ground shipping will be charged at regular shipping rates: Next Day, 2nd Day, 3 Day, etc. Any shipping discrepancies **MUST** be reported within 2 business days.

### Warranty

All Danmar products are warranted against defects in materials and/or workmanship for 90 days from the invoice date. Swim equipment has a 1-year warranty against defects in materials and/or workmanship.

### Exchange and Return Policy

**UNUSED** standard merchandise may be exchanged or returned within 45 days of invoice date, provided that a call is placed to Danmar Products, and we have issued a Return Authorization Number. Items past the 45-day limit are approved on a case-by-case basis and may be subject to a restocking fee. Customized and/or modified items are **NOT RETURNABLE**.

### Repairs

Any product returned for repair and/or modification must be thoroughly cleaned with soap and water. Products received that have not been cleaned will be assessed an additional \$25 service charge.

## CUSTOM ORDERING

### Custom Headgear \*

Please request our Custom Specification Sheet, which outlines the information that we require to construct a helmet for your client's needs.

### Your Design

Our customs department is at your disposal for the fabrication of an item of your own design. Send us your pattern with a full description, and we will provide you with a price quotation.

Call on us to cover all types of custom seating for comfort, cleanliness, and durability. Our closed-cell foam with our Fabriccoat coating is perfectly suited to address a variety of tough seating situations.

\*All custom orders must be confirmed in writing with all of the specifications required. An additional customization fee will be applied to all custom orders, and custom work is **NOT** returnable. Please allow up to 4 weeks for your custom order to be fabricated.

### Color Chart



**Note:** Most of our products can be special ordered with your choice of colors for an additional fee. Custom colored items are **NOT** returnable.

**All of our products are latex free.**