

# FREQUENTLY ASKED QUESTIONS

## **Do you ship freight collect?.**

No. Any order that does not meet prepaid freight requirements will be shipped prepaid and add. The freight charge is automatically added to your invoice and must be paid when your invoice becomes due.

## **What are the lead-times for different items?**

All lead-time information is published in the [Customer Information Guide](#). (PDF)

## **What is the scheduled ship date for my order?**

Order acknowledgements and advance ship notices are faxed nightly from the system. They supply all shipping information regarding your order.

## **What is the pro number for my order?**

The pro number can be found on the advance ship notice, faxed nightly. Go to our [Shipping Info](#) page for shipment tracking.

## **What does F.O.B. factory or shipping point mean?**

F.O.B. means "Freight on Board" or "Free on Board". What that means is ownership of the merchandise is transferred the moment the freight carrier signs the freight bill. The freight company is responsible for exactly what they signed for. Under the terms, they agree to deliver the specified quantity in tact and undamaged to the customer location. If they do not, the customer must file a freight claim to recover any loss or damage that occurs in transit.

## **How do I know you received my order?**

Order acknowledgements are faxed from our system nightly. If you do not receive an acknowledgement please call to verify that we received your order. Do not refax until you have spoken with customer service to prevent duplication of the order.

## **How do I determine the width from the height?**

The first dimension given is always the width (horizontal dimension). The second dimension is always the height (vertical dimension).

## **What does H or V mean in the model number?**

H means horizontal orientation of the blades and V means vertical orientation of the blades. Horizontal blades run from left to right and vertical run up and down. For example: a 90H 30x20 has blades running parallel to the 30 inch dimension (width). A 90V 30x20 has blades parallel to the 20 inch dimension (height).

Please e-mail additional questions to [Customer Service](#)