

# ClearGuard Products, Inc.

P.O. Box 12 ~ Olden, Texas 76466  
Toll Free 866-653-2777      clrgrd.com

## Hours

Our incoming fax and voice mail lines are available twenty-four hours a day, seven days a week. Our telephone lines are answered Monday through Friday from 6:00 a.m. to 5:00 p.m. Central time. You may contact us via our website Contact Us page any time.

## Placing Orders

Orders may be placed via our online order form, by fax or by phone. All custom orders must be placed by phone.

## Shipping

We ship by United Parcel Service ground, unless otherwise requested. All of our prices are FOB our plant in Olden, Texas. Shipping dates are estimates.

## Returns and Refunds

We will accept returns of standard products received in sellable condition less shipping charges and a \$15.00 re-stock fee. We cannot give refunds on custom orders unless the construction is defective or not according to the invoice provided prior to work begun. Custom orders include non-standard sizes and covers with logo or other restaurant identification. You may purchase a prototype of a custom design before placing your order if you desire. Please call for more information

## Damage/Shortage Claims

Any claims for apparent or concealed loss or damage should be reported immediately to our customer service department. We will honor claims providing the containers and packing materials are held for inspection by the shipping carrier. All claims must be made within five (5) days of receipt of shipment.

## Custom Orders & Discounts

All non-stock and custom orders require pre-payment. Orders canceled after work has begun will be refunded less any expense incurred by the company for materials purchased or cut or marked such that it cannot be used for another customer. Custom orders may not be returned for a refund unless the product is defective.

## Payments

We accept checks, money orders, Visa, MasterCard, American Express and Discover credit cards. Payment is required before work is begun on a custom order or prior to shipping for a standard product unless other arrangements are agreed to by the company.

## Privacy

ClearGuard Products does not share customer information with anyone for any reason.

