

GENERAL INFORMATION



Placing Orders

1. Please turn orders and requests for quotes in by either faxing to (816) 842-4031 or e-mailing to our sales staff.

We do not take orders over the phone as there is too much of a risk of error.

2. Please review the order with our sales department. Once the order is entered in our system, we will send you a confirmation. Please review the confirmation for accuracy.

3. Orders and quotes will be checked by a second person. Our goal is to produce the order that meets your needs. If we have any question or if there is any ambiguity about the order we will call you to clarify.

4. Please review the "General Information about Ordering" in each section of the Price Pages to ensure your order has all the information we need.

5. **ASAP and Rush are not ship dates.** We need to know the date you need to receive the order. If we are unable to arrange delivery by that date we will call you.

6. Orders and quotes will be confirmed in writing by fax or e-mail. Please review confirming orders immediately and notify Cook Brothers for any errors or changes.