


 By Keyword or Item #

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### How do I pay for an order online?

## Answers

#### What is a Customer/Account Number?

All Rubber Inc. customers are assigned a customer/account number. If you do not know yours, feel free to contact our Customer Service department at 1-800-621-1563.

#### Where can I find my Customer Number?

Your Customer Number can be found on the Invoice, which is issued after we process your Order.

#### How do I login and log out of My Account?

The Login/Register link is located at the right corner of the top red menu bar. When logging in to your Account, you will need your username and password. Your email address serves as your username. To log out of your Account, click **Sign Out** in the right corner of the top red menu bar.

For your security, an online session will automatically end after thirty (30) minutes of inactivity.

#### How do I retrieve my username and/or password?

Your username is the email address entered when the Account or User was created. If you forget your password, click **Login/Register** located in the top red menu bar, then go to the link located just above **Sign In Securely**. You will be prompted to enter your email address. We will then send you an email with a system-generated new password. The new password is encrypted, secure and unique to you. You will then be able to sign in to your account using your new password.

#### How do I edit or update my Account Profile?

To edit or update your Account online, login and click **My Account** located in the red menu bar, found at the top of every page. Under *Account Management*, click **Edit Profile**. Only the Primary Administrator is permitted to edit or update the Account. In order to edit shipping and or billing addresses, please contact our Accounts Receivable team at 1-800-621-1563.

#### How do I add or delete a User on My Account?

The Primary Administrator for the Account has the authority to add or delete Users.

First, login and click **My Account** located in the red menu, found at the top of every page. Under *Account Management*, click **Manage Users**.

To add a User, click the plus sign. Next, fill out the required fields and assign User Privileges.

To delete a User, press **Delete** to the right of his or her name. A confirmation screen will appear to confirm deletion of the User.

#### Who can access an Account?

Only the Primary Administrator and assigned Users may access an Account. To ensure your information is secure, we encourage you to regularly update your password and promptly delete a User who is no longer authorized to access the Account.

#### How do I save items in my Shopping Cart?

To save items in your Shopping Cart, click **Save this Cart**. You will input a unique name in the field provided and click the **Save this Cart** button. To access a saved cart, go to **My Account**. You can view, print or email a saved cart at any time. When you are ready to resume the checkout process for a saved cart, click **Open Cart** and proceed with your purchase. Saved carts remain active for ninety (90) days and then are deleted from the Account.

#### What should I do if my price looks inaccurate?

Existing Rubber Inc. Customers will see their prices after logging in to their Account. If you have a question about your price, please contact Customer Service at 1-800-621-1563 and they will direct you to the Sales Representative for your account. If you do not see any prices at all, that means you are not logged into your account.

#### How do I cancel an order?

For an order not yet processed and shipped, contact Customer Service at 1-800-621-1563 to make a request for cancellation.

#### How can I save an order I have already started?

To save items in your Shopping Cart, click **Save this Cart**. You will input a unique name in the field provided and click the **Save this Cart** button. To access a saved cart, go to **My Account**. You can view, print or email a saved cart at any time. When you are ready to resume the checkout process for a saved cart, click **Open Cart** and proceed with purchase. Saved carts remain active for ninety (90) days and then are deleted from the Account.

#### How do I view my order history and past shipments?

To view your order history and past shipments, login and click **My Account**, then go to **view order history**.

#### How do I manage my Wish List?

To view your Wish List, login and click **My Account**, then go to **manage wish list**. You can add items to the Wish List from the product pages (the "Add to Wish List link is located in the gray product information box).

#### How do I manage my Shopping List?

To view your Shopping List, login and click **My Account**, then go to **manage shopping list**. You can add items to the Shopping List from the product pages (the "Add to Shopping List link is located in the gray product information box).

#### Who do I contact for product questions?

If you have a question about any of our products, please contact your Sales Representative or Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com).

*Didn't find what you're looking for?* We only have a small percentage of the items we offer available for purchase online. Please contact us and we'll help find what you are looking for.

#### How do I set up My Favorites?

"My Favorites" was a feature in the previous version of the Rubber Inc. online ordering website. The identical functionality can now be found under "Shopping List".

#### How do I add items to a completed order?

Items can be added to your purchase if the order has not yet been processed in the warehouse. Please contact Customer Service at 1-800-621-1563 to find out if your order has shipped or if it remains open for new items to be added.

#### What is a backorder?

A backorder is purchased product not immediately available for your order. A backorder will remain open in our system until the item(s) are on hand and then shipped. You may contact Customer Service at 1-800-621-1563 to request cancellation of a backorder item, up to the point when the shipment is processed. Some backorder items are not eligible for cancellation.

*Please note that Special Order items will appear on back order on your order summary. Special and custom orders cannot be canceled.*

#### How do I place a Will Call order?

Will Call orders are available only at our warehouse facility locations in Chicago, IL, Durand, WI, and St. Louis, MO. To request Will Call for pick-up please contact Customer Service at 1-800-621-1563 immediately after processing your online order.

#### How do I locate my Order Number?

Your Order Number will be in the order confirmation email that is sent after you have completed an online purchase. You may also locate your Order Number in **My Account** by clicking on **View / Print Invoices**. Your Order Number will be displayed on the Invoice along with

other key order information.

#### **How do I use a Purchase Order Number?**

You may enter a Purchase Order Number for your order on the Payment page in the Shopping Cart.

#### **When is Sales Tax charged?**

Rubber Inc. charges sales tax in accordance with local and state laws. This may mean that some items are taxed and others are not (based on if they are for your own use or for resale). We will calculate and add the appropriate sales tax to your order total at checkout. If you have any questions about how sales tax on your account is processed, please contact our Accounts Receivable team at 1-800-621-1563.

#### **How do I apply for a line of credit?**

To apply for a line of credit with Rubber Inc., please contact Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com) for an Application for Credit form. Once the form is received and reviewed, your Account will be set up with an approved line of credit and credit terms. The approximate turnaround time to process your request is 48 business hours.

#### **How will I receive confirmation of credit approval?**

After you submit a credit application, please allow 48 business hours for turnaround. Once your Account is activated and ready for use, you will be notified via email.

#### **How do I pay for an order online?**

Currently, we do not offer online payment. In order to pay an invoice or statement, please contact our Accounts Receivable team at 1-800-621-1563 or e-mail [ar@rubber-inc.com](mailto:ar@rubber-inc.com).

#### **How can I receive assistance on my shipment?**

If you have questions regarding shipment of your order or if you need to make changes to the method of shipping selected during checkout, please contact Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com).

#### **How do I find product warranty information?**

Some Manufacturers provide a limited warranty on select products. Please refer to the warranty information enclosed with a product, which details terms and conditions. If you cannot locate warranty information in a shipment, or if you have questions regarding a product's warranty, please contact Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com).

#### **How do I make a return?**

We want you to be 100% satisfied with your order. Should you have any concern with an item that you have purchased from us, please contact Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com) for assistance. To request a return, please review our [Return Policy](#).

#### **What do I do if my items are broken or damaged when I receive them?**

We take great care to have delivered goods counted and checked prior to shipping them. Upon delivery of any package, do a careful examination for damaged or shorted items and make a notation on the Carrier's receipt. Please note that by giving the Carrier a **signed receipt accepting the goods without notation of damage or shortage**, you assume responsibility for the condition of the packaged items. Damages and shortages must be noted along with your signature. In order to receive a refund or exchange for damaged or shorted items, you must contact Customer Service at 1-800-621-1563 within 48 hours of receipt. For more information, review our [Return Policy](#).

#### **Do you offer rush shipping?**

All orders received by 2pm CST ship the same day. Most orders either go ground parcel shipping or LTL truck. Expedited shipping is available, including Next Day (with the addition of Saturday Air under certain circumstances). All freight charges for rush delivery orders are paid for by the customer. In order to get an order rushed, or to confirm expected lead time, contact Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com).

#### **What locations do you ship from?**

Stock orders ship from our distribution centers located in Chicago, IL, Durand, WI and/or St. Louis, MO. Shipping charges are automatically calculated using the distribution center as the point of origin (if applicable). We reserve the right to ship certain products or orders directly to a customer from the manufacturer.

**What destinations do you ship to?**

Rubber Inc. currently ships to any public street address in the 48 continental states. *Orders cannot be delivered to PO Boxes.* In rare cases where the delivery company is not able to complete a delivery due to accessibility, we will attempt to notify you and help arrange for you to pick up the order at the carrier's nearest terminal. Orders may be held for reasons including, but not limited to, inaccessible destination address, incorrect contact information or an insufficient address. You will be responsible for any storage costs, redelivery charges or other fees that may result from holding the order at the terminal. Each order may only have one "ship to" address. If you require multiple "ship to" addresses, please order separately for each address. Minimum order and freight policies will apply to each order, and orders may not be combined.

**What shipping methods do you use?**

Rubber Inc. ships orders to both commercial and residential addresses. Commercial addresses are defined as business addresses situated on commercially zoned real estate, as determined by the freight carrier. Businesses operated from a house, apartment or other dwelling are not considered commercial addresses and will be charged any applicable residential delivery fees.

**Will my shipment be split?**

Whether an order has split shipments depends on the items ordered and whether the product is stocked in our warehouse. It's possible that we will ship a portion of your order from a different Rubber Inc. facility to ensure you receive the order in a timely fashion.

**What do I do if I receive a common carrier delivery?**

LTL Common Carrier delivery requires an adult signature at the time of delivery. It is that adult's responsibility to inspect the merchandise being delivered for damage or shortage. By signing for a shipment without notice of damage or shortage, you are accepting the product in good condition. Once the driver leaves with your signature, your ability to claim damage or shortage against the carrier is significantly reduced. It is also the responsibility of the Customer to have adequate help and any necessary equipment to receive product at the back of the delivery vehicle.

**How do I contact Rubber Inc.?**

You are welcome to contact Rubber Inc. by way of phone or e-mail, Monday through Friday 7:00 am through 5:00 pm CST.

Customer Service: 1-800-621-1563

Email: [info@rubber-inc.com](mailto:info@rubber-inc.com)

**How do I apply for a job and join the Rubber Inc. team?**

Rubber Inc. is always looking for smart, hard-working talented individuals who enjoy elevating the customer experience. If you're interested, please reach out directly to us at [info@rubber-inc.com](mailto:info@rubber-inc.com) and we'll make sure your name is routed to the correct department.

**How do I request a Rubber Inc. Catalog?**

Catalogs can be included with your order or mailed at your request. Please contact Customer Service at 1-800-621-1563 or [info@rubber-inc.com](mailto:info@rubber-inc.com) to request a catalog.

**How do I request to be contacted by a Rubber Inc. Sales Person?**

If you would like to be contacted or visited by a local Rubber Inc. Sales Person, please go to our [Contact Us](#) page and fill out the inquiry form. We will contact you right away!

2419 S. Michigan Ave.  
Chicago, IL 60616

Phone: 312.225.6162  
Toll free: 800.621.1563  
Fax: 312.225.7642  
Toll free: 877.858.7642

E-Mail: [info@rubber-inc.com](mailto:info@rubber-inc.com)

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