



FAQs

Q. Who is R.S. Hughes?

A. R.S. Hughes is a leading Industrial Distributor with 42 stocking locations in the United States. R.S. Hughes has a complete line of safety products as well as a wide range of quality Industrial Products. Each location is fully staffed with Inside and Outside sales with access to a team of R.S. Hughes Safety specialists. We will answer any questions regarding your Industrial products and specifically any Safety products. For R.S. Hughes' locations and additional company and product information refer to: www.rshughes.com

Q. How do I get set up with R.S. Hughes?

A. To get set up with R.S. Hughes:

- Email: npporderalert@rshughes.com or call 877.774.8443

B. Go to www.rshughes.com

- Click on *ACCOUNT*
- Click on *CREATE ACCOUNT*
- Fill in all boxes of required information
- Enter "*NPP-ID#XXXXX*" in the Middle Name box (This is your NPP member ID number)
- You will be contacted within 24 hours notifying you of your active R.S. Hughes account.
- You can then log on to the R.S. Hughes website and see the discounted NPP pricing on all safety products

Q. How do I place orders?

A. You can place orders with R.S. Hughes via email or phone

- Email: npporderalert@rshughes.com or call 877.774.8443

B. Go to www.rshughes.com

- Login

Q. Do I need to be aware of any special ordering information?

A. You will need your NPP account ID to receive special NPP pricing when working with an R.S. Hughes representative.

B. You will need to go to www.rshughes.com and create an account, line 4. Type in NPP and your NPP member number

Q. Who do I contact to locate my local sales representative?

A. www.rshughes.com/contact type in your zip code or call 877.774.8443

Q. Who do I call about general questions about R.S. Hughes?

A. An R.S. Hughes – NPP representative can be reached at 630.344.6441

Q. Is there a minimum order with R.S. Hughes?

A. R.S. Hughes has NO MINIMUM order on in-stock items.

Q. What is R.S. Hughes return policy?

A. All returns and refunds must be authorized by an R.S. Hughes Sales Representative. Shipping discrepancies must be reported within 7 days.

Q. Who pays freight?

A. All R.S. Hughes orders are FOB Destination.