

## Frequently Asked Questions

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Take a look at the following frequently asked questions and if you still can't find the answer you're looking for, please call 888.356.9100 or e-mail us with your question.\*

If you have a safety- or product-related question, please check out the [Technical Information](#) pages of our web site, call us at 800-462-1947 or send us an e-mail.\*

\*Reference the NPP contract and your NPP member number

### ***How do I request a catalog?***

Fill out our online [Catalog Request Form](#) or call 888-356-9100.

### ***How do I set up an account?***

An account number will be established automatically when you place your first order. To expedite shipping of your first order, we suggest that you use a credit card. We accept Master Card, Visa, American Express and Discover Card. If you wish to establish a line of credit with your first order, select "Bill My Account" as your payment method and submit your order. You will be contacted by our Accounts Receivable department and asked to complete a credit application or submit your D&B number. You can always contact our credit department via phone (800-532-1860) or send us an e-mail for information about establishing a line of credit.

### ***How do I place an order?***

On the web: <http://www.conney.com/npp>

Phone: 888-356-9100

Fax: 800-845-9095

E-mail: [NPPService@conney.com](mailto:NPPService@conney.com)

Ordering via Conney's state-of-the-art web site is the first choice for many of our customers. There are several ways to quickly and easily place your order online:

- Browse our online catalog or search for items by keyword or item number, add them to your shopping cart, and check out quickly and securely
- Enter the part numbers and quantities you need on our Quick Order form and submit your order fast and efficiently
- Reorder from your order history
- Save frequently purchased items to a saved shopping list and reorder them as needed

Conney.com is fast, easy-to-use, and available 24/7!

If you would like to order by phone, call us at 888-356-9100. We have Customer Service Representatives on staff from 7:00 am to 7:00 pm Monday through Friday, Central Time. Please have your customer number and priority code ready. If you do not have a customer number, a Customer Service Representative can set up a new account for you with your first order.

If you would like to order by mail or fax, you can print our order form or use your own Purchase Order. Please include your complete billing and shipping address, phone and fax number, contact names and general business information.

For fax orders, add your credit card information and fax the order to our toll free number at 800-845-9095. Our fax lines are available 24 hours a day, seven days a week.

For mail orders, send the form, along with your check, money order, credit card or credit information to:

Conney Safety  
PO Box 44190  
3202 Latham Drive  
Madison, WI 53744-4190

***When will my order ship and how long will it take to get it?***

All credit-approved, in-stock orders received by 5:00 pm Central Time will ship out that same day. Shipping times depend on your location and the carrier. We have access to a wide variety of carriers and service levels. Our Customer Service Representatives will work with you to choose the carrier that best fits your needs.

***What will I be charged for freight?***

Freight costs are based on package weight, package dimensions, carrier, and destination.

***Are there any extra charges when shipping hazardous or ORMD items?***

Items classified as ORMD must ship via a ground method, but Conney does not charge an additional fee for shipping these items.

Items classified as hazardous for shipping purposes must ship via FedEx HAZMAT, but Conney does not charge an additional fee for shipping these items.

***Are there any extra charges when shipping heavy items/orders?***

Heavy orders ( $\geq 300$  pounds) must ship via truck, but Conney does not charge additional fees for shipping overweight orders.

***When I call, am I talking with a person who is familiar with your products?***

When you contact Conney Safety, you are connected to a highly trained Customer Service Representative who has hands-on experience with the products we carry. Our Representatives attend ongoing training sessions to better answer your questions and concerns. We are committed to providing the information and products to help you create the safest work environment possible.

For detailed technical questions, or help with more complex product selection needs, our Certified Safety Professionals are available to provide expert assistance.

***What if I do not see what I am looking for?***

Call 888.356.9100 or e-mail us. We can immediately check our product database. If the item is not in our full line catalog or on our web site, we may be able to locate the item for you from one of our suppliers.

***What if I want to see if a product is in stock?***

When you use our website, you can check stock interactively, anytime, day or night. Otherwise, you can call us at 888-356 9100 or e-mail us. Our Customer Service Representatives have access to real time stock levels and should be able to provide stock information with just a few keystrokes.

***How do I request a quote for a large volume order?***

For more information on quotes and large volume orders, contact our Customer Service department at 888-356-9100 or e-mail us.

***Do you handle special or custom orders?***

For more information on special or custom orders, contact our Product Resource Team by phone at 877-843-3766 or e-mail. You can also use our Custom Configurator: <https://www.conney.com/pages/customizeit>