



## CUSTOMER INFORMATION

### ORDERING INSTRUCTIONS. . .

You can place an order by mail, using the convenient order blank included with this catalog, or by phone using our toll-free 800-247-5008 number. **All orders, regardless of size or complexity, are handled with the same degree of importance and attention to detail.** The more complete the information you provide to us at the time you place your order, the faster and more accurately your order can be filled. **It is most important that you list the Quantity, the Product Code Number, and a Description of each item that you require.** Also, please give us your full name and shipping address. The order blank has a space for this information, and providing it will speed your order considerably.

### PAYMENT METHODS. . .

Prepayment: Please use check or money order. (US Funds only).  
Credit Card: We accept Visa, Mastercard, or Discover. There is no surcharge added for credit card use. Please be sure and include a daytime phone number for faster processing.

### SHIPPING & HANDLING. . .

**Orders under \$150.00, add \$9.95 for shipping and handling. Orders that total \$150.00 or more are shipped FREE.** Standard shipping is via basic delivery US Postal Service, UPS, Fed Ex Ground, or commercial freight carrier. Please allow 3 to 10 days for delivery. Faster shipping service is an additional cost. Any extra postage costs incurred in forwarding packages due to address changes or errors, not the fault of SIG Mfg. Co. Inc., will be billed to the customer.

**Note:** Some large box items will incur an oversize box charge, paid by the buyer.

**Hazardous and Flammable:** Gallon size containers of hazardous materials, such as SIG Fuel and Supercoat Dope products, will incur a \$33.00 per carton "UPS Hazmat Fee", which will be charged to the customer.

### INTERNATIONAL ORDERS. . .

Shipping and Handling Charges:  
Basic handling charge of \$9.95, plus actual postage amount.

#### NOTES ON SHIPPING FUEL & HAZARDOUS MATERIALS

Gallons of fuel and Hazardous Materials shipped via UPS are subject to a \$33.00 per carton HAZARDOUS MATERIAL FEE. This fee applies to each carton that contains gallon containers of fuel or Hazardous Materials whether the carton contains four gallons or just one gallon. Fuel and Hazardous Materials sold in other size containers are not subject to the UPS Hazardous Material Fee.

**ORDERS UNDER \$150.00 • Postage \$9.95 in U.S.**  
**ORDERS \$150.00 or OVER • Postage is FREE in U.S.**  
**No Charge For Visa, Mastercard, or Discover**

POSTAGE IS  
**FREE**  
on orders over \$150.00 in U.S.

### SIG PRODUCT LIMIT OF LIABILITY. . .

SIG Mfg. Co., Inc.'s only obligation shall be to replace such quantity of the product proven to be defective. User shall determine the suitability of the product for his or her intended use and shall assume all risk and liability in the connection therewith.

### SIG COMPLAINT ADJUSTMENT POLICY. . .

NO ADJUSTMENTS MADE AFTER A 45 DAY PERIOD.  
Merchandise cannot be returned or credited without permission from us. Please state your exact reason for return. No credit will be given for merchandise purchased from another supplier. Returns should be well packed and insured against damage. Outgoing postage will not be refunded. In general, to be accepted, merchandise must be unused and undamaged, including display boxes. The guarantee on radio equipment, power tools, engines, etc. is given by the manufacturer of the product. Send in the warranty cards when they are included with guaranteed merchandise. Write directly to the manufacturer about defect or repairs. We will replace any SIG kit parts found to be missing or defective due to factory error. Please return the packer's slip placed in each kit when reporting problems, state the name of the dealer from whom the kit was purchased. It is impossible for us to stock parts to cover shortages from the kits of other manufacturers. Write to the manufacturer directly for missing part replacement. In accepting delivery of boxes from us, which have been damaged in transit, be sure and get the signature of the delivery man on the delivery forms certifying that the shipment arrived in bad condition. Notify us at once with specific details of the damage of merchandise in the boxes.

### SIG MFG. CO., INC.

401 South Front Street, Montezuma, Iowa 50171-0520  
TELEPHONE HOURS: Mon. - Thur.: 7:00 am - 4:30 pm CST  
Fri.: 7:00 am - 4:30 pm CST

PH: 641-623-5154

FAX: 641-623-3922 - 24 Hours

Email: [mail@sigmfg.com](mailto:mail@sigmfg.com)

Website: [www.sigmfg.com](http://www.sigmfg.com)

**All sale items are subject to availability.**  
**Prices subject to change without notice.**

**FOR ORDERS ONLY 7.00am - 4.30pm Central Time within U.S.A. 800-247-5008**

**FOR CUSTOMER SERVICE 7.00am - 4.30pm Central Time 641-623-5154**

**24 HOUR FACSIMILE LINE 641-623-3922**