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## GENERAL COMPANY INFORMATION

[www.strathmoreladder.com](http://www.strathmoreladder.com)

1-800-393-5233



# STRATHMORE LADDER COMPANY

**Operating Hours** are Monday-Friday 8:00 A.M. to 4:30 P.M. Pacific Standard Time. We are open some extended hours during our peak seasons. After hours pick-ups and drop-off's may be arranged if needed.

**Holidays that we are closed** Presidents day - Memorial day - Fourth of July  
Labor day - Thanksgiving day weekend - Christmas day - New years day

**Vacation schedules** can change depending on our workload, but a normal year is as follows: Closed the last week of December, the first two weeks of August.

**Sales:** Garry Wilson / Serina Diaz

**Phone:** (559) 568-1115 / **Toll Free:** 800-393-5233 / **After hours:** (559) 359-7008

**Fax:** (559) 568-1995 / **email:** [ladders@ocsnet.net](mailto:ladders@ocsnet.net) / [www.strathmoreladder.com](http://www.strathmoreladder.com)

**Address:** 19774 Orange belt drive, Strathmore Ca., 93267 **Mail to:** Post Office Box 307

**Placing orders** may be done by phone, fax or e-mail.

**Lead times** are determined by our workload, but in most cases your order will be shipped within 24 hours of receipt. **On larger orders** or during spring and fall our lead times may exceed several weeks so it is always wise to plan ahead if you will be ordering during these months.

**Payment options** Terms are available upon credit approval. All purchases made on account will be billed **NET 30** from the date of shipment. Any amount in excess of your credit limit will be due prior to shipping. All cash sales must be paid in full prior to shipping, **we cannot ship C.O.D.** Pricing will be that which was in effect on the day of shipping or delivery and is subject to change without prior notice.

**Return Policy** Returns shall never be accepted without prior approval. There will be a 15% restocking fee on all returned merchandise. All refunds will be in the form of a credit good toward future purchases. No cash refunds.

### **Delivery and shipment**

We work with a variety of both common and independent truck carriers to assure that you will always be getting the best rate. All shipments will be shipped freight collect unless prior arrangements have been made in advance of shipping.