

DARQUEST INDUSTRIES CORP.

"Your Premium Hardware Source"

Darquest Industries Corp.
11519 Northland Dr.
Rockford, MI 49341

Phone: 1-616-866-4842
1-800-968-3699
Fax: 1-616-866-4862

Web: www.darquestonline.com
E-Mail: dave@darquestonline.com

Wholesale Materials Price List

- The prices listed in the materials price list are based on prepayment. If prepayment is not possible add 10% to all prices.
- The prices listed are subject to change.
- Freight is not included, and will be quotes based on the size and weight of the order and the shipping destination.
- Please read our FAQ for important information and answers to most of your questions.

Information Request Form

(Please detach and fax or mail this form to us)

Playground Name _____ Build Date _____

Contact Person _____

Phone _____ Fax _____

Street Address _____

City, State, ZIP _____

Frequently Asked Questions

Ordering

Q. When should I place my order?

A. Your final order should be placed no later than 4 weeks before your build date. This allows us time to special order and fabricate many of the products you ordered. We cannot guarantee that we will have your order ready to ship in time if your final order is not received 4 weeks before your build date.

Q. Can I change my order if we get items donated or find them locally?

A. Yes, your order can be changed up until we receive your final order. Many items such as powder coated pipe and other fabricated metal components cannot be cancelled because they are special order items.

Q. Can I add items to my order?

A. Yes, items can be added to your order at anytime. If your order has already shipped, your add-on order will most likely be shipped by UPS. Overnight delivery is available for urgent orders, and most orders can be shipped the same day if received before 4pm EST.

Q. What form of payment do you accept?

A. Check is the preferred method of payment. Sorry, we cannot accept credit cards.

Q. Does Darquest accept returns?

A. Yes, all unused and unopened products are accepted for return with a 15% restocking fee.

Product

Q. Does the product I receive from Darquest meet or exceed the specs given by Leathers and Associates?

A. Yes, Darquest guarantees that every product it sells meets, or exceeds Leathers and Associates specifications.

Q. How do the products I order from Darquest compare to products I can purchase at local sources?

A. We strive to provide the highest quality product at the most affordable prices. All building hardware meets or exceeds Leathers and Associates quality standards. All tools and supplies are professional grade and meet or exceed Leathers and Associates quality standards. All fabricated metal components are manufactured to meet or exceed Leathers and Associates quality standards.

Shipping

Q. How is my order shipped?

A. Your order will most likely be delivered by a freight carrier on a semi-truck. Small add-on orders or replacement orders will be delivered by UPS.

Q. Can I pick up my order or arrange for my own shipping?

A. Yes, you can make arrangements to pick up your order, or have it picked up by a freight carrier. A handling fee will still apply to your order.

Q. How will I know when my order will arrive?

A. You can request that we call you the day the order is shipped. We can give you an expected arrival date and a tracking or pro number. With this number you can call the freight carrier and find out the exact location and arrival date.

Q. Can I arrange an exact date and time when I want my order to arrive?

A. Yes, however, freight carriers charge extra for appointment services. The charge can range from \$45 to \$60. The exact charge will not be known until after the order is delivered.

Q. Can I have my order delivered to a school, church, or a job site?

A. Yes, however, freight carriers charge extra for school, church, or job site deliveries. The charge can range from \$45 to \$100. The exact charge will not be known until after the order is delivered. Also, somebody must be at the site to help unload the order.