

# Contacts

## Who do I contact?

### Contacts - Who to contact for what?

#### Issues with an order you placed with a representative:

Contact your sales rep. Our phone menu has a convenient directory that you can use to reach specific extensions and/or departments. The most common extensions will be JD (101) and Fred (104).

#### Issues with a web order:

Contact the parts department. They are Option 1 on the phone menu.

#### Need an RMA:

If you ordered with a rep, contact your rep. If it was a web order, contact shipping. If shipping isn't available, contact Parts (Option 1).

#### Credits or refunds:

If you ordered with a rep, contact your rep. If it was a web order, contact shipping. If shipping isn't available, contact Parts (Option 1). Accounting does not process credits or refunds.

#### Issues with the website:

Contact the IT department. Option 4 or extension 102.

#### Accounts payable questions:

Contact accounting. Option 3 or extension 112. Accounting does not process credits or refunds.

Unique solution ID: #1169

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Last update: 2019-09-19 18:26