



UNIVERSAL VALVE COMPANY, INC.

478 SCHILLER STREET, ELIZABETH, NEW JERSEY 07206
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Universal Valve Co. FAQ

Here you will find a list of our most frequently asked questions to our Customer Service Department....We hope these will be helpful to all of our distributors and potential customers.

Do you drop ship?

Yes we can and will drop ship to your customers providing your order meets our minimum order requirements. In the event that you only need one or two items shipped directly to your customer, and they do not meet our current minimums on parts or products, you can combine the totals of one or more items to meet minimum. For example: You need to ship 1 cover to customer A, the NET total of this order is below our minimum of \$200 for parts, simply place either a second order to be drop shipped to another customer or an order to be shipped directly to you, and combine the NET totals to meet minimum requirements.

What are your minimum order requirements?

Our current minimum order requirements are \$200 NET.

I need to return an item that was damaged or no longer needed, How can I do this?

All returns must be authorized through our customer service department, either thru fax, email or phone. You will then be faxed an RGA # If the item is being returned for credit a 20% restocking fee may apply. If you are returning a damaged or defective item. Credit or replacement will be issued upon inspection of the item. All RGA's are valid for 45 days from the date issued.

How can I place an order?

All Purchase orders must be faxed or emailed to our customer service dept. If you are not an authorized distributor for Universal Valve you can place an order through one of our distributors in your area. Please call Customer Service for more information.

Do you have a list of distributors in our area?

We do not have a printed list of distributors, however you can call or email our Customer Service Dept. For more information at (800) 223-0741



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WORLDWIDE DISTRIBUTION TO THE INTERNATIONAL PETROLEUM DISPENSING MARKET.