

# ORDERING/SHIPPING INFORMATION

## WEST SIOUX CERAMICS/DAKOTA POTTERS SUPPLY

2315 West Madison St. Sioux Falls, SD 57104

(605) 332-1946 FAX: (605) 332-2729 EMAIL: [dakotapotters@sio.midco.net](mailto:dakotapotters@sio.midco.net)  
WEB SITE: [www.dakotapotters.com](http://www.dakotapotters.com)

AN ORDER FORM HAS BEEN ENCLOSED WITH YOUR CATALOG. FEEL FREE TO USE THIS ORDER FORM OR PROVIDE ONE OF YOUR OWN. WE GLADLY ACCEPT ORDERS BY MAIL, PHONE, FAX AND EMAIL. ALL ORDERS ARE SHIPPED ASAP. WE MAKE EVERY EFFORT TO GET YOUR ORDER OUT QUICKLY AND EFFICIENTLY.

### WE SERVICE WHAT WE SELL

**We pride ourselves on the best service in the industry.**

**WARRANTY:** We honor Manufacturers' Warranties on all equipment we sell. It is our belief that any Warranty is only as good as the Distributor behind it. Tom and Wanda Clarke can draw on over 30 years of experience to provide you with the very best in service and repair. Our history of excellent service demonstrates our commitment to our customers.

**PAYMENT:** ALL ORDERS ARE SHIPPED FOB SIOUX FALLS BY UPS OR COMMON CARRIER. ALL ORDERS ARE SHIPPED PREPAID, COD OR CREDIT CARD (VISA, MASTER CARD, OR DISCOVER).

**SCHOOLS AND INSTITUTIONS:** WSC/DPS FILLS ALL SCHOOL ORDERS IN COMPLIANCE WITH SD STATE TAXATION REQUIREMENTS. Specifically, these laws require that all Non-Taxable orders be accompanied by signed Purchased Orders and that we have your Tax Exempt Number on file. We adhere strictly to these requirements. Failure to provide these items necessitates that Sales Tax be charged. Schools and industries are on thirty days.

**BIDS:** WSC/DPS will provide Bids on any items of interest to your School or Institution. School discounts are available on Paint, Molds, Brushes, Tools, and Equipment. Keep in mind that we back all sales with complete technical support. Delivery or low freight rates may be available on orders in our area.

**WILL CALL/PICK UP:** If you prefer to pick up your order at WSC/DPS, we will make every effort to have your order ready. To help us, please be sure to call, write, fax or email ahead to ensure availability of products. Please note: Many glazes are stocked in quantity and need to be weighed and prepared for your order.

**DELIVERY:** WSC/DPS can offer delivery on some clay, chemical, and kiln orders. Please call to see if you are within our delivery area.

**UPS ORDERS:** Most UPS orders that are received before noon can be shipped the same or next day. UPS orders are always shipped COD, Credit Card, Pre-Paid, or with Purchase Orders. Any increases in rates made by UPS will be reflected in the shipping charges. Please add \$2.00 per box for handling charges. You may feel free to estimate your shipping charges, keeping in mind we don't ship over 70 lbs. per box. For a estimate of UPS charges please call. If you have any damage please call us ASAP.

**OUT OF STOCK:** Please let us know if you want out of stock items back ordered.

**COMMON CARRIER:** Orders weighing over 500 lbs. are normally shipped Common Carrier. We are always striving to find our Customers the best possible freight rates. Many times these charges are PrePaid by us and added to your order. You will be informed if the driver will need to be paid on delivery. At this time there is a \$6.00 pallet charge.

**TRUCKLOADS:** Orders Weighing 10 Tons and over are shipped PUP or Truckload. WSC/DPS will gladly help arrange a truck to pick up your load. Most of these shipments require the customer to pay the driver for freight charges on delivery. At this time there is a \$6.00 added pallet charge,

**DAMAGED FREIGHT OR SHORTAGES:** Please be sure to inspect your Shipment for damage or shortages at once upon delivery. If damage or shortage is obvious or material is frozen, be sure this is noted on the Freight Bill. For proper claim on damaged, frozen, or shortage of product YOU MUST SAVE ALL ORIGINAL PACKAGING MATERIALS. Call us Immediately and we will be happy to assist with your claim.