



Pro Grade... Nothing Less

IC Pro Shopping Cart FAQs

1. Do you offer the same products on the web as in the current IC Pro printed catalog?

Virtually all of the items offered in our printed catalog are displayed on the web. However, some items displayed online are not available for purchase over the web due to shipping limitations. These items are clearly identified in the online catalog and are designated as "Call for Price". If you have a need for products not displayed online, please contact our IC Pro Account Managers at 800-666-8191. We carry many other specialty items for the insulation professional not displayed in the printed or online catalogs.

2. Are item prices different on the web than when I place an order by phone?

Most items available in our online catalog are priced the same as when ordering by phone if you are buying on our standard price page program. Because all items available on the web are priced freight free, you may notice some differences between orders called in to an IC Pro Account Manager. Contractors able to purchase higher volumes of product may qualify for discounted pricing programs. If you are interested in learning more about our volume purchasing programs, please contact an IC Pro Account Manager at 800-666-8191.

3. Are monthly specials and promotional offers available in the shopping cart?

The shopping cart offers E-Commerce Specials that are not available elsewhere. Regularly check the shopping cart to take advantage of these specials and new product offers. If you are not currently receiving our monthly promotional mailings and would like to be added to our mailing list, please contact an IC Pro Account Manager at 800-666-8191.

4. Is there an order minimum for web orders?

There is no order minimum, however, orders less than \$50.00 will incur an additional handling fee of \$20.00.

5. Are there price breaks on larger quantity purchases?

Pricing in the online catalog is designed for product quantities that are shipped via small parcel carrier, primarily in cardboard cartons. When volumes of an item reach the pallet level or a level favoring a different shipping method, the item detail screen will display "Call for Price". This indicates that there is an additional price break for this item, however, the order must be phoned or faxed to an IC Pro Account Manager to be processed. If you are interested in pallet and larger volume pricing, contact our IC Pro Account Managers at 800-666-8191.

Tel: 763-428-7802 • 800-666-8191 • Fax: 763-428-7806 • 888-641-3904

Ship To: 22000 Industrial Blvd • Suite 600 • Rogers, MN 55374-0236

Mailing Address: P.O. Box 236 • Rogers, MN 55374-0236

E-mail: sales@adoproducts.com • Website: www.contractor-pro.com





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6. May I charge my purchases to my ADO Products account?

All purchases placed through this shopping cart require payment with a major credit card. Open account purchases must be placed through an IC Pro Account Manager. To establish credit terms or to charge items to your open account please phone an IC Pro Account Manager at 800-666-8191.

7. How long will it take to receive my order?

Allow 2-6 business days for transit depending on items ordered and shipping location. Orders are shipped same day if placed by 2:00pm CST.

8. Can I track my order once it has been placed? Will I receive an email confirmation?

All customers placing orders on the web will receive an email confirmation of their order and a follow-up email with tracking numbers for their packages after the order is shipped. You may track your order by inserting your tracking numbers shown in the email at:

<http://www.ups.com/tracking/tracking.html>

9. What do I do if there is a problem with my order?

Any questions related to your shipment should be addressed with an IC Pro Account Manager at 800-666-8191. Our staff is trained to assist with all areas of the ordering process and will work with you to reach a satisfactory outcome.

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