



## Frequently Asked Questions

### **How do I set up an open account with Budwig Company, Inc.?**

Customers (USA) that would like to establish an open account must submit one bank and four trade references to Budwig Company for review. Normal credit approval takes two to three weeks. Our terms are STRICT NET 30. All orders are shipped UPS Freight Collect F.O.B. Poway, California USA.

### **Is there a minimum buy on any part?**

There is a \$75.00 (USD) minimum buy per purchase order on standard colors and stock parts. Minimum buy is not applicable to Antenna Connector and Insulators (HQ) products.

### **How can I get pricing?**

Please contact our Sales Department via email, fax or phone for current pricing. All quotes are valid for 30 days.

### **What are my payment options?**

Open accounts pay Net 30, customers (USA) without an established account may ship C.O.D. (Freight Collect) or pre-pay purchase order (payment-in-advance) prior to shipment, via check, money order, or bank-to-bank wire transfer. We are not able to accept credit card transactions at this time. Returned checks are subject to a \$25.00 service charge. Customers (Foreign) – pre-pay purchase order (payment-in-advance) prior to shipment, only cashier's check in U.S. funds or bank-to-bank wire transfers can be accepted. Please add \$20 on each bank-to-bank wire transfer for bank wire service charge.

### **How do I place an order?**

We accept orders via phone, fax, e-mail or U.S. mail. Your order will be confirmed within 24 hours of receipt (except on holidays and weekends). For phone orders, our normal business hours are; 7:30 AM – 4:30 PM (PST) Monday – Friday. You may fax or e-mail your purchase order 24 hours a day, 7 days a week.

### **How soon can I expect to receive my order after it is placed?**

Most orders received by mid-day on stock items ship within 24 hours, and often the same day. Unless otherwise specified, orders are shipped via UPS Ground Service Freight Collect. A variety of other shipping methods and carriers are available upon request. There is no additional charge for drop shipments.

### **Is my order taxable?**

Orders delivered within the state of California are subject to California State Sales Tax unless we have a resale card on file. Contact our sales representative to submit a SIGNED Tax Exempt Certificate.

### **What type of material do you use to manufacture Budwig feet (Bumpers)?**

Our stock inventory feet (bumpers) are manufactured using "Santoprene" thermoplastic rubber. Quotes are available using alternative materials (i.e. polypropylene, polyethylene, etc). Contact our sales representative for your specific material requirements.

### **Durometer – What is it? Shore "A" scale, Shore "D" Scale**

Durometer is the hardness measurement of an elastomer material. Shore "A" scale for softer materials and Shore "D" for harder materials. Our stock inventory feet (bumpers) are manufactured with a durometer of 87 on a Shore "A" scale. This is roughly equivalent to the hardness of an in-line skate wheel or typewriter roller. Additional durometers available in 73A & 64A, and also in 40D & 50D. Contact our sales representative about durometer to fit your needs.

### **What are the weight capacities of Budwig thermoplastic feet (bumpers)?**

Please contact our sales department for weight capacity recommendations. Weight capacity using thermoplastic rubber, at normal room temperatures can vary considerably from one application to another. All weight capacities are only recommended. Conclusive determination should be based on individual product testing and evaluation on a case by case basis by the end user. Factors such as; durometer; the total number of feet (bumpers) being used; the environment (i.e. exposure to ozone, chemicals, extreme temperatures, static vs. dynamic applications, abrasion and shock) should be considered and not limited to, for your final assessment.

**Budwig Company, Inc. 12250 Crosthwaite Circle • Poway, CA 92064 USA**  
**Phone (858) 513-4646 • Fax (858) 513-4650 • Email: [Budwig@aol.com](mailto:Budwig@aol.com) • [www.budwig.com](http://www.budwig.com)**