



***NOTE: POLES ARE NOT INCLUDED IN OUR FREIGHT ALLOWANCE POLICY.
COST OF FREIGHT MUST BE QUOTED SEPARATELY.**

WILL CALL
DALLAS, TEXAS WAREHOUSE
1250 Wattleway Way, STE 100, McKinney, TX 75069
Look for the "JADEMAR WILL CALL" Sign

WILL CALL
HOUSTON, TEXAS WAREHOUSE
10643 W Airport Blvd, STE 200, Stafford, TX 77477
Look for the "JADEMAR WILL CALL" Sign

WILL CALL
MIAMI, FL WAREHOUSE
12950 NW 25th Street, Door 1, Miami, FL 33182
Look for the "JADEMAR WILL CALL" Sign

- **WILL CALL ORDERS:** Must be picked up by 4:30 PM Central Time, and "Will Call Order" must be noted on the order.
- **SAME-DAY PICK-UP/RUSH ORDERS** are available for orders of 50 units or less for standard products readily available. Mark these orders as "SAME-DAY PICK-UP/RUSH ORDER" to be processed correctly. The cut-off time is 10:30 AM Central Time.
- **NEXT DAY PICKUP** is available for standard products readily available, and "Next day pick up" must be noted on the orders. The cut-off time is 11:00 AM Central Time.
- After processing the order, our Customer Service team will advise all other will-call orders for standard products or built-to-orders pick-up dates.

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- **WILL CALL ORDERS:** Must be picked up by 4:00 PM Eastern Time, and "Will Call Order" must be noted on the order.
- **SAME-DAY PICK-UP/RUSH ORDERS** are available for orders of 50 units or less for standard products readily available. Mark these orders as "SAME-DAY PICK-UP/RUSH ORDER" to be processed correctly. The cut-off time is 10:30 AM Eastern Time.
- **NEXT DAY PICKUP** is available for standard products readily available, and "Next day pick up" must be noted on the orders. The cut-off time is 11:00 AM Eastern Time.
- After processing the order, our Customer Service team will advise all other will-call orders for standard products or built-to-orders pick-up dates.

EXPEDITED SHIPPING POLICY

Jademar typically ships via **UPS Ground** and **local freight carriers**. If expedited/overnight/priority shipment or specific freight carriers are required, submit it in writing, and any additional cost will be the requester's responsibility. Please note that Jademar cannot deliver to a PO box.



For expedited services (2nd Day Air, overnight, etc.), place the order before noon Eastern Standard Time (EST) for shipment to begin that same day. Custom orders are an exception as these may require more time to produce. Upon completion, the order will ship via the selected service.

SHIPPING CLAIMS

Jademar is not responsible for shipments after the shipping company has accepted them. Risk of loss and title pass to the customer upon delivery to the carrier. Upon arrival, customers must examine all products—note visible damage on the bill of lading, and, if necessary, file a damage claim with that carrier. Customers should refuse damaged shipments.

Jademar is not responsible for any physical damage claims not identified when receiving the shipment. Report any damages during shipping within three (3) business days of delivery for a proper replacement or credit. Please notify us immediately at cs@jademar.com with your (1) order number, (2) tracking number, and (3) any other details so we can file a claim. Each carrier has time limits between shipment arrival and when a claim is filed. To meet those requirements, Jademar must report the claim as soon as possible, or the claim is void.

ADDRESS CHANGES

Please double-check your shipping address and notify Jademar of any necessary changes. Any address changes made after shipping incur a twenty-five-dollar (\$25) charge per package.

INTERNATIONAL ORDERS

Most deliveries happen within seven to ten (7-10) business days. If you want to know your shipping charges before placing an order, please e-mail our Customer Service Department at cs@jademar.com. Otherwise, we will e-mail you the shipping charges shortly after your order is processed. All duties and taxes incurred are the recipient's responsibility and are payable upon receipt of the package(s). For more information regarding duties and taxes, please get in touch with your local customs office.

JADEMAR CORPORATION

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Miami, FL 33182

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WWW.JADEMAR.COM