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Contact Information

Q: How can I contact Metalworth regarding Repair Parts?

A: You can [contact us](#) through this web site or you can reach us by telephone, [e-mail](#) and regular mail.

We have representatives ready to answer your questions, take your orders, and help meet your needs.

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Customer service

Q: How do I establish a Metalworth Parts account in order to purchase parts?

A: By establishing a Metalworth account, you can automatically set up to purchase parts. New customers may establish a Metalworth requesting to open an account.

Q: How do I check the status of my Metalworth Parts order?

A: You can check status of your order by contacting your Metalworth office.

Q: Do you have emergency services?

A: Yes. Please contact your [Metalworth office](#).

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Ordering and using this site

Q: Why do I need the manufacturer's model number from the unit's nameplate?

A: Every year, manufacturers produce new and improved products, sold under existing model numbers. These improvements are reflected in the model numbers assigned to the equipment, usually in the form of a suffix following the original model number. Without the actual number from the unit's nameplate, we are unable to provide the correct part.

Q: How do I place an order?

A: Place your order by phone or email or contact your [local branch](#).

Q: Why can't I find the repair parts I'm looking for on your site?

A: Metalworth gives you access to over a million repair parts and accessories for your MRO items. It is most likely that we sell what you are looking for. Although our website repair parts database is comprehensive, it doesn't include our complete offering. If you can't find the item you need, just tell us what you want to purchase on the [Repair Parts Order Form](#) or send us an inquiry using the [Contact Us link](#). For immediate assistance, please call your [Metalworth office](#).

Q: How long do I have to wait to find out what's going on with my order after I send it?

A: Currently, you will receive an order confirmation with price, availability, and shipping information via email within 24 hours after placing your order.

Q: How do I get a quote or invoice copy?

A: You may submit your request for quotation or invoice copy either online using the [Contact Us link](#) or call your [Metalworth office](#).

Q: How quickly can you send me a quote or invoice copy?

A: Most requests for quotations are processed within 24 hours (one business day). Large quotations or quotations for items not found in our catalog are usually processed within 48 hours (two business days). We will notify you of any quotations that require more processing time.

Q: How do I check the status of an order?

A: You can check the status of your repair parts order online by sending us an update request using our [Contact Us](#) form. Someone will get back to you within 24 hours. For immediate assistance, please contact your [Metalworth office](#).

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Product information

Q: Where do I go to get Metalworth catalog items?

A: For items in the Metalworth catalog customers should do a product search on [our Print Catalog](#) or call [Metalworth office](#).

Q: What brands do you carry?

A: We carry brands from over 600 brand-name manufacturers, including including GE,

Stanley, Proto, Dayton, 3M, Westward, DeWalt, Milwaukee, Hubbell, Fluke, Speedaire, Square D, Brady, Rubbermaid, Ingersoll-Rand, Cooper, Honeywell, and Emerson to name a few. View the [complete list of manufacturers](#) we represent.

Q: Who do I contact for specific product questions or technical support?

A: Your [Metalworth office](#) Customer Service Representative can help you in identifying repair parts needed. They can also assist you in viewing parts lists and diagrams, or send them to you at no extra charge. If you need help with finished good product selection, application assistance, installation, troubleshooting, performance data, maintenance, or general technical guidance, Metalworth's technical experts can provide you with the information. Metalworth's technical assistance is available through www.nigeriaindustrialmrosupply.com

Q: How can I determine which products are in stock?

A: Metalworth inventories popular and frequently purchased items. If you need parts in an emergency, please call your [Metalworth office](#).

Q: Do you ship hazardous materials?

A: Yes, we help arrange the shipment of hazardous materials. We comply with the U.S. Department of Transportation Code of Federal Regulations (49CFR) for hazardous materials. Ask here for details about [hazardous substances Terms of Purchase](#).

Q: How can I tell which items are considered hazardous materials?

A: If a manufacturer indicates an item is considered to be a hazardous material, Metalworth customer service representatives notify customers before purchase. To find out whether an item sold by Metalworth is considered a hazardous material, [contact us](#). Please supply the manufacturer's name and model number.

Q: Do Metalworth Parts items have warranties?

A: Yes. Metalworth's repair parts are covered under a one-year warranty from date of purchase.

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Sales, freight, shipping, delivery and fees

Q: Is there a restocking charge to return parts?

A: Metalworth doesn't charge for restocking for items we stock. There may be a fee for non-stocked item returns.

Q: Where can I find information on export and international shipments?

A: [View information on international shipment](#).

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Q: How long does it take to ship product?

A: For products in stock, we can usually fulfill your order within two business days. For products not in stock, we will send your order when we receive goods from the manufacturer. Shipping and delivery time depends on the method selected and the import customs processes in the country of destination.

Q: Are you a manufacturer?

A: No. Metalworth does not manufacturer any products. We supply high quality industrial and commercial products from over 1,300 brand name manufacturers, including GE, Stanley, Proto, Dayton, 3M, Westward, DeWalt, Milwaukee, Hubbell, Fluke, Speedaire, Square D, Brady, Rubbermaid, Ingersoll-Rand, Cooper, Honeywell, and Emerson.

Q: Do you have product sourcing services?

A: Yes. We have access to more than 5,000,000 items from more than 10,000 suppliers through Metalworth's Sourcing Department. Contact your dedicated Sales Representative and we will try to find a supplier for what you need and send you a quote.

Q: Can I become a Metalworth resale partner?

A: Please contact our International Business Development Office and we will provide you with information on how you may qualify for reseller status with Metalworth. You can call us at +2348023134941 or send us an email to contact your representative.

Q: How do I establish an account?

A: New customers may establish a Metalworth account one of two ways.

1) Request for an account on www.nigeriaindustrialmrosupply.com

2) Or, you may contact your Metalworth Representative to set up an account. You will be asked to provide your company name, address, phone and email it to us on your company letterhead. If you would like to obtain an open line of credit, simply contact your Metalworth Representative or fill out the [Application for Open Account Billing](#) completely and email it to us.

Q: How do I check the status of an order?

A: Call your Metalworth Representative for help with order-related matters.

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Customer Service

Q: How do I return a product or make a claim?

A: If a product needs to be returned, contact your Sales Representative for authorization and instructions. If you receive a shipment that has visible damage, please contact your freight forwarder or carrier immediately. In the event the forwarder or carrier wishes to inspect the shipment, materials must be made available to them. For concealed damage — damaged items but no visible packaging damage — please contact your Sales Representative for assistance.

Q: Do you have emergency services?

A: Yes. Please contact your Sales Representative for availability, restrictions, and fees associated with next available flight service.

Q: Do you have product sourcing services?

A: Yes. We have access to over 5,000,000 items from over 10,000 suppliers through Metalworth's Sourcing department. Contact your dedicated Sales Representative and we will try to find a supplier for what you need and send you a quote.

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Product Information

Q: How do I get a FREE Catalog?

A: You can [request a catalog](#) online, or by phone or email. Contact your representative.

Q: What brands do you carry?

A: We carry brands from over 1,300 superior quality manufacturers, including GE, Stanley, Proto, Dayton, 3M, Westward, DeWalt, Milwaukee, Hubbell, Fluke, Teel, Speedaire, Square D, Brady, Rubbermaid, Ingersoll-Rand, Cooper, Honeywell, and Emerson.

Q: Who do I contact for specific product questions or technical support?

A: Our technical experts can provide you with information for Product Selection, Application Assistance, Installation, Troubleshooting, Performance Data, Maintenance, and General Technical Guidance.

We have technical assistance available through our web site. Just log on and use our [Product Support Form](#). Go to the "Contact Us" section and use the [Product Support Form](#). Specific product related questions can also be directed to your Sales Representative.

Q: Are all Metalworth products compatible for all international use?

A: Many products are compatible for International use. However, many regions have different requirements, regulations, and specifications (different electrical requirements - 50Hz vs. 60Hz electrical products for example).

Your dedicated Sales Representative can assist you with product compatibility issues and technical specifications.

Q: Do you have 50Hz electrical products?

A: Yes. We do carry 50 Hz products. Other products not listed in our catalog can be obtained through Metalworth's Sourcing department. Contact your Sales Representative.

Q: How can I determine what products are in stock?

A: We stock most of the items that are listed in the catalog. Please contact your sales rep for stock availability and pricing.

Q: Do you ship hazardous materials?

A: We can help arrange the shipment of hazardous materials. We comply to the U.S. Department of Transportation Code of Federal Regulations (49CFR) for hazardous materials. Click here for details about hazardous substances in Terms of Purchase.

Material Safety Data Sheets (MSDS) for OSHA defined Hazardous substances are available on request.

Q: How can I tell what product are considered hazardous materials?

A: Each product that is considered a "hazardous material" has a hazardous icon next to the product. You can also contact your Sales Representative for information about hazardous materials.

Q: Do Metalworth products have warranties?

A: Yes. Metalworth products are covered under manufacturer warranty policies. Warranties vary on individual products.

Q: Do you provide product certification documents for regulation compliance?

A: Yes. In some cases we can provide certificates used for regulations compliance (SASO, NOM, Certificates of Origin, calibration certificates). Many of our products also carry certification identification labels such as UL and CE. Contact your dedicated Sales Representative for assistance.

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Ordering

Q: How do I request an Inquiry or quote?

A: You may submit the [Inquiry Request Form](#) either online through www.nigeriaindustrialmrosupply.com or through email or phone to your Sales Representative. You can also obtain product pricing 24 hours a day 7 days a week.

Q: How do I place an order?

A: You may place your orders directly through www.nigeriaindustrialmrosupply.com, or place your order by email or phone through your Sales Representative.

Q: How quickly can you send me a quote or Proforma?

A: Most requests for quotations are processed within 24 hours (one business day). Large quotations or quotations for items not found in our catalog are usually processed within 48

hours (two business days). We will notify you of any quotations that require more processing time.

Q: How do I check the status of an order?

A: Your Metalworth Representative can assist you with any order-related matters. Contact your representative via phone or email.

Q: Is there a minimum order size?

A: No. Metalworth does not have minimum order requirements.

Q: Do you ship orders door-to-door?

A: Yes. Courier shipments can be handled on a door-to-door basis. Larger shipments routed through a freight forwarder require the services of your importer. In both cases duties and taxes are the responsibility of the consignee. To determine which method is appropriate for your shipment please contact your Metalworth Sales Representative.

Q: Do you offer any special pricing or discounts?

A: We periodically have special promotions from which you can receive special prices. For other special pricing and discounts contact your Metalworth Sales Representative.

Q: Do Corporate Account contract terms apply to export orders?

A: Corporate Account Agreements apply to facilities located in Nigeria. We export to international locations for Corporate Account customers, however export orders may be subject to special pricing, terms and conditions.

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Shipping and Delivery

Q: What freight options do you offer?

A: We can ship your order Air freight, Ocean (LCL and FCL), and Courier door-to-door (including USPS Priority, DHL Int'l, UPS International Express, and FedEx Air Int'l Priority and Economy). You may chose to use your designated Freight Forwarder for shipment and delivery, or you may ask us to select a carrier based on your needs. We will provide you with estimated freight costs, insurance rates, and costs of any special documentation and handling fees.

Q: What is the difference between a "Freight Forwarder" and "Ship Direct - Package Delivery Service" (Courier)?

A: A Freight Forwarder is an intermediate consignee as an agent on your behalf to provide transportation and logistics services. Freight Forwarders arrange freight, delivery, customs clearance, documentation preparation, cargo insurance, and related services. You may choose to use the method "Ship Direct - Package Delivery Service" (via a Courier). In this case, an integrated transportation service provider is contracted by the Seller (Metalworth) to handles shipping and delivery to you. Some of the major delivery service providers are UPS, DHL, FEDEX, Airborne, BAX, etc. These services are subject to weight/dimension restrictions and hazardous material restrictions. You may contract a major carrier (such as UPS or DHL, for example) and Metalworth can ship using your carrier account.

Q: How are freight and delivery charges determined?

A: Charges for air/ocean freight and courier can vary widely depending on the route, availability of the space, weights, and volume and documentation requirements. Standard ground freight to a freight forwarder or other continental U.S. location is prepaid by Metalworth if the order is over \$1500.

Q: How long does it take to ship product?

A: The transit time will vary depending on the mode of transportation selected (air/ocean/courier) based on your needs, and the weight and/or volume of the shipment. We will indicate the estimated transit time in our quotation or proforma invoice.

Q: How are duties determined and paid?

A: The importer of record is liable for payment of duty and taxes and responsible for meeting all requirements related to the import transactions. Import duties and taxes are determined by the government of the import country.

Q: Can you provide quotes for actual packing weights and dimension weights?

A: We can provide you with estimated shipping weights and dimensions, however we cannot provide actual weights and dimensions until an order is ready for shipping due to packing requirements.

Q: Are other import related fees charged?

A: Import fees vary from country to country. Contact your local importer for specific details. If you need assistance to understand import charges or on how to select a freight forwarder please contact your Sales Representative.

Q: How can my business account ship an order to an international location?

A: Our export and import services are designed to serve the needs of international locations. We will set up a special shipping account for you to ensure that all legal and customer requirements are properly satisfied. For assistance in setting up an import and export account contact your Worldwide Sales Representative.

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Terms and Payments

Q: What are import terms and conditions?

A: Payment terms are Prepayment or Open Account Billing (net 45 days, pre-qualification is required).

Q: What forms of payment do you accept?

A: We accept Wire Transfers, Letters of Credit, major credit cards (Visa, Master Card and American Express), Direct Bank deposit and bank drafts. For assistance with Wire Transfers contact your Sales Representative. Prior to submitting a letter of credit, you must contact your Metalworth Sales Representative for instructions. Failure to do so may result in additional fees and delays.

Q: How do I obtain an open line of credit?

A: You can either print a credit application online (requires Adobe Acrobat Reader) or contact your Sales Representative for a Credit Application. Please submit the [Application For Open Account Billing](#). With your company's address, banking information and credit references. Email the completed form to us.

Q: What INCOTERMS can I use?

A: Some of the more commonly used terms are:
EXW - Ex Works. Named destination
CIF - Cost, Insurance and Freight. Named destination
CIP - Carriage and Insurance Paid. Named destination
CPT - Carriage Paid To. Named destination
FCA - Free Carrier. Named destination
FAS - Free Alongside Ship. Named destination

For options or assistance contact your representative via phone or email.

Q: Do you accept payment in foreign currencies?

A: Yes. Payments can be made in Naira or U.S. dollars. If payment is made by credit card, payment currency conversion rates are determined by the issuing bank. Metalworth will bill the exact invoice amount in U.S. dollars to the credit card.

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