



Payment Methods

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1. School Issued Purchase order: *A hard copy* must be mailed, faxed or emailed to The Equipment Guys to process the sale. The number alone will not be accepted.
2. Prepay in full with Visa or MasterCard: **Only on orders under \$1000.00.**
3. Prepay in full with a certified check or money order
4. Deposit of 50% along with the signed sales order and sales order terms and conditions. (This option is reserved for payment being secured by private funds through Booster Clubs, businesses, contractors, etc.)
** The official order date is when one or more of the payment options are received by The Equipment Guys.*

Equipment Lease to Own

We offer equipment lease to own options through our Allstate capital financing partner. Please go to our website: www.equipmentguys.com/resources/ to find out more about the lease to own option.

Placing an Order

1. Phone-call 614-871-9220 or 740-915-4022 Monday through Friday 8:00am to 5:00pm EST to process a credit card. Please have the following ready when placing the order:
 - a. credit card information
 - b. current estimate
2. Mail-please mail current estimate along with purchase order, check or money order to: The Equipment Guys, 185 Westgate Drive, Newark, OH 43055. Allow 10 days for a check to clear.
3. Fax- fax orders to 614-871-9271 anytime.
4. Email- purchase orders can be sent to: sales@equipmentguys.com
5. Prices are subject to change without notice.
6. Products are constantly updating and may vary in size, color and style from what is shown on the website.



Shipping and Return Policies

Shipping and Handling Charges

1. Dock-to-Dock: the least expensive option; freight carrier will unload the shipment from the truck and the customer is responsible for all other labor associated with the shipment. (Facility must have a dock.)
2. Lift gate Service with Appointment: Freight carrier will remove items from the truck; customer is responsible for all other labor associated with the shipment. Lift gate is not available for shipments larger than the lift.
3. Shipping costs vary according to weight, dimensions and location. Items not manufactured by the Equipment Guys will ship directly from the manufacturer. Shipments too large for general USPS, UPS or FedEx will ship LTL freight.

Procedure for Receiving Shipments:

1. Inspect all merchandise at the time of delivery looking for signs of potential damage on the outside of the shipment.
2. Report ALL damage to the delivery driver before signing. If you fail to report the damage to the shipment carrier, a claim may be denied.
3. Take pictures of the damage before opening the shipment.
4. Keep all original boxes and merchandise as received.
5. In the event the merchandise is also damaged, take photographs.
6. Check the packing slip to make sure everything you ordered is correct and is accounted for in the shipment.
7. Please call the Equipment Guys at: 614-871-9220 or 740-915-4022 if your merchandise is damaged, lost or shipped incomplete.

Merchandise Return Policy

1. Non-Stray Dog items that are custom or special-order are NONRETURNABLE and no refund will be offered unless the item is damaged or incorrect item shipped.
2. All SALES ARE FINAL on non-Stray Dog items. The customer is responsible for all costs associated with returning an item unless it is damaged or incorrect item shipped.
3. Stray Dog equipment is custom and NONRETURNABLE unless it is damaged or incorrect item shipped.

Product Warranty – Non-Stray Dog products are subject to the warranty conditions and policies set by each vendor. Please call our office if you have product warranty questions.