Quality is Behind the Diamond®

International Customer Resource Guide

HOW TO PLACE AN ORDER

ORDER THROUGH OUR INTERNATIONAL SALES EMAIL

You can also place an order by emailing our International Sales department at intl.sales@amerex-fire.com. When placing your order, be sure to include your customer account number, final destination address, Amerex item number or model number, the quantity needed, if there is a firm in-hands date, if you want to use a collect number or freight forwarder details for shipping, and any extra notes.

AUTOMATED CONFIRMATIONS

Amerex will send auto-generated confirmations via email for your sales orders, shipping notifications, and accounting invoices. These are great tools to confirm your sales order placement and notify you when your orders have shipped. Please be sure to provide appropriate email addresses for these notifications to intl.sales@amerex-fire.com with the subject line of "*Email Notification Setup*".

ORDER STATUS

Order confirmations will list an estimated ship date. If this date has passed, you can check your order status by emailing intl.sales@amerex-fire.com.

SHIPPING INFORMATION

If your order is shipping Ex-Works, Amerex requires the *purchase order must include a US freight forwarder or US carrier information, along with any specific instructions regarding the shipment.* **Amerex reserves the right to not accept or enter an order if this critical information is missing.**

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