

Customer Service FAQ

How can Customer Service (CS) be contacted?

Phone: 281-587-0900

Fax: 281-587-1998

Email: orderentry@soltexinc.com

How can an order be placed with Customer Service?

An order can be placed with Customer Service (CS) via phone, fax, or email.

What is Customer Service's business hours?

Customer Service business hours are Monday – Friday 8:30am to 5pm.

A CSR is available to handle urgent matters Mon-Fri starting at 8:00am.

Who is my Customer Service Representative?

Each Customer Account is assigned to a Customer Service Representative (CSR) who will serve as the point of contact for order placement and shipment inquiries. The Customer can contact their Sales Representative or call CS directly to obtain CSR designation. If the assigned CSR is unavailable when a customer calls in, all other Customer Service Representatives will be available to assist as needed.



How will I know my order is confirmed?

- Customer Service will confirm receipt of the Customer Purchase Order within 24 hours of receiving the order during normal business hours. CS will confirm receipt of Customer PO via phone, fax, or email.
- A formal sales confirmation will be sent within 72 hours of CS having received the Customer PO. The sales confirmation will include the Customer PO, ship to location, ship date, quantity of product, carrier, freight terms, and pricing.

Please note: All Customer purchase orders must reflect Soltex Product name and/or product code. Orders can only be shipped Monday – Friday. It is strongly recommended that purchase orders are submitted according to Soltex designated Lead Times for each product. CS will do its best to ship out the material as soon as possible, but if a purchase order is submitted with less than lead time notice, rush fees may be incurred.

What is my pricing?

The primary source for pricing is the CSR. If there is a discrepancy in the price shown on Customer PO, Customer Service will consult with the Sales Representative to confirm pricing and then relay the correct price to the Customer. A revised Customer PO should be submitted to CS for confirmation.



Who handles freight arrangements for my order?

The handling of freight arrangements are based on the freight terms that were negotiated during the initial sale, which are as follows: Collect, Prepaid & Add, or Delivered.

- When Freight Terms are Collect – The Customer is free to make its own purchase order freight arrangements, or if the Customer requests, Customer Service will be happy to schedule the shipment with the Customer’s designated freight carrier; carrier bills Customer directly for service fees.
- When Freight Terms are Prepaid & Add – The CSR will coordinate with the most reliable carrier at the most competitive rate. The freight is billed as separate line item on the invoice.
- When Freight Terms are Delivered – The CSR will arrange the freight; freight costs are already included in the product price on the invoice.

