



## For Account Holders:

### To order a standard lintel:

1. Decide which lintels you need and their lengths, if unsure you can talk to our technical department for help
2. Fax or email us the list, marked as either an **order** for **request for quote**, together with your account information and importantly; the delivery address. You can use your own form, or use our form (downloadable from our website) which includes typical options and ensures all required information is provided.
3. If a quote was requested, we will return by fax or email with a quote, stating price and delivery.
4. You place your order by fax or email with reference to the quote.
5. You will be invoiced on dispatch of your order, the invoice will go to the invoice address you provided.
6. A separate 2-part delivery note will travel with the lintel to site, one of which is signed and returned to us as proof of delivery.

### To order a special lintel: (a lintel requiring special design work)

The procedure is the same as above, except an extra step as added between 4 and 5:

- 4.5 On receipt of order, we produce the drawings & calculations as required for your special lintels, these are then forwarded to you for dimensional approval. Manufacturing is commenced once you approve the drawings.

Note that you only need to ensure the dimensions are correct; we do the rest of the design, such as ensuring the lintel will carry the load, fabrication details, thermal requirements etc. This is necessary in case we are sent incorrect revisions of drawings or in case the drawings are misinterpreted.

## For Non-Account Holders: (typically some small builders and individuals)

### To order a standard lintel:

1. Decide which lintels you need and their lengths, if unsure you can talk to our technical department for guidance
2. Fax, email or phone us with your list, which will either be an order or request for quote.
3. If a quote was requested, we will return by fax, email, or phone (if you telephone we can usually give you the price immediately) with a quote, stating price and delivery.
4. You place your order by fax, email or mail (not phone) with reference to the quote, and forward payment by credit or debit card, cash or cheque. Products will not be dispatched until payment is received. Note that we don't accept American Express at present.
5. Some smaller orders may be paid for on collection if you are collecting from the factory.
6. If the lintel(s) are to be delivered, a separate 2-part delivery note will travel with the lintel to site, one of which is signed by the customer and returned to us as proof of delivery.

### To order a special lintel: (a lintel requiring special design work)

The procedure is the same as above, except an extra step as added between 4 and 5:

- 4.5 On receipt of order & payment, we produce the drawings & calculations as required for your special lintels, these are then forwarded to you for dimensional approval. Manufacturing is commenced once you approve the drawings.

Note that you only need to ensure the dimensions are correct; we do the rest of the design, such as ensuring the lintel will carry the load, fabrication details, thermal requirements etc. This dimensional check is necessary to guard against the possibility of working from the wrong drawing revision or misinterpretation of the requirements.