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Once your online order has been submitted, our order fulfillment process begins and no changes can be made to your order unless approved by OMCO. Please contact Customer Service at the number listed below if you wish to change an order. Due to the unique nature of OMCO's products, not all orders can be changed or cancelled.

CUSTOMER SERVICE

OMCO Customer Service is open from 9am to 5pm Monday – Friday Central Time Zone ("CST"). Customer Service is available by calling +1 (262) 567-8383 or by emailing info@oconomowocmfg.com.

PAYMENT METHODS; SALES TAX

OMCO accepts payment for products by Visa, MasterCard, American Express and PayPal through OMCO's PayPal merchant account. OMCO does not accept personal checks or cash at this time. Sales tax is applied to your order in accordance with individual state and local regulations. Appropriate tax charges will appear on the order review page during checkout.

SHIPPING

Orders are shipped every business day (Monday-Friday excluding holidays). OMCO shall endeavor to ship any non-custom orders within 5-10 business days following credit card authorization and verification. Non-custom orders typically arrive 4-7 business days (Monday-Friday excluding holidays) after being shipped. At this time we do not ship to APO/FPO addresses or P.O. Boxes. Lead time for custom orders will be determined and accepted by OMCO on a case-by-case basis.

To track your order, locate the tracking number on your shipping confirmation email and follow the instructions provided by the applicable courier service. If a package has not been delivered within 30 days or more, please contact OMCO and send us written notice of non-receipt. Once received, a claim will be filed with the particular courier service. If the courier cannot provide a signature confirmation of delivery, the recipient will then have the option of a full credit for the purchase amount or a reshipment of the order.

OMCO offers flat-rate shipping on ground and expedited orders for your entire purchase at the following rates:

- Domestic Ground Shipping for orders under 20 lbs. via UPS (3-7 days transit time): \$ 12.50
- Domestic Ground Shipping for orders over 20 lbs. via UPS (3-7 days transit time): PLEASE CALL (pricing will be quoted and invoiced separately)
- Domestic Expedited Shipping via UPS (1-3 days transit time): PLEASE CALL (pricing will be quoted and invoiced separately)
- International Shipping via USPS (6-9 days transit time typical, may vary by region): \$50.00 (15 lbs. or under)
- International Shipping via USPS (6-9 days transit time typical, may vary by region): PLEASE CALL (pricing will be quoted and invoiced separately)

CUSTOM SALES

In the event that you order any product that includes custom, unique graphics, slogans, names, text or other material provided by you, you are responsible for compliance with all laws governing labeling and packaging utilizing such material and for ensuring that the material does not infringe upon the rights of any third party (patents, trademarks, copyrights, trade dress, etc.) and for the consequences of use and sales of such products. You agree to defend, indemnify and hold OMCO harmless for all claims, costs, and expenses arising out of any disputes involving the materials which you supply, notwithstanding the fact that OMCO has produced or otherwise approved such materials. All sales of custom products, including without limitation those described above in addition to products manufactured to custom size, are final. No returns will be permitted of custom products notwithstanding eligible warranty claims.

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RETURNS

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WARRANTY AND RETURNS ADDRESS

Eligible returns should be shipped to the following address:

Enso Returns
c/o Oconomowoc Mfg. Corp.
856 East Armour Road
Oconomowoc, WI 53066 USA

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