



Adding value to
your formulations

Customer Service FAQ

✚ How can Customer Service (CS) be contacted?

Contact Information: Phone: 281-587-0900
Fax: 281-587-1998
Email: orderentry@soltexinc.com

✚ How can an order be placed with Customer Service?

Order can be placed with Customer Service by Phone, Fax, or Email.

✚ What are Customer Service's business hours?

Customer Service business hours are Monday – Friday 8:00am to 5pm Central Standard Time Zone.

✚ What if you need to contact Customer Service after hours?

Urgent after hour's calls can be placed to the answering service at 281-587-0900 who will forward the caller's request to the appropriate contact person.

✚ Who is my Customer Service Representative?

Each Customer Account is assigned to a Customer Service Representative (CSR) and will serve as the point of contact for order placement and shipment inquiries. The customer can contact its 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 happy to assist as needed.

✚ How will I know my order is confirmed?

Customer Service will confirm receipt of a customer purchase order within 24 hours of receiving the order during normal business hours. CS will confirm receipt of Customer PO by phone, fax, or email.

Entire Customer PO, including ship date, quantity of product, carrier, freight term, and pricing will be confirmed or a request for modification will be made within 72 hours of CS having received order during normal business hours.

Please note: All Customer purchase orders must reflect Soltex Product name; 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. Customer Service will do its best to ship out 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 Sales Representative.

If there is a discrepancy in price shown on Customer PO, customer will be contacted by Customer Service or its Sales Representative for clarification. The order will be held from shipping until a revised PO or written confirmation that the customer agrees is submitted to CS. Customer Service will only confirm pricing to a Customer if the purchase order matches pricing in Soltex's system.



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✚ Who handles freight arrangements for my order?

When Freight Term is Prepaid & Add or Delivered – Customer Service will engage the most reliable carrier at the most competitive rate and schedule order for shipment.

When Freight Term is Collect or CPU – CS will provide the necessary information such as pick up address, pick up date, pick up #, total weight, etc. Customer Service is happy to schedule shipment with Customer's designated freight carrier. Customer should keep in mind if a carrier does not pick up on scheduled day, there could be additional fees.

✚ Who do I notify for delivering requirements?

You can contact your CSR and they will add the information to your account. In some instances, the CSR will involve your Sales Representative.

✚ What is a Satellite Warehouse Charge?

A satellite warehouse charge is the average freight expense added to the product being purchased to transport and store in a warehouse closer to customer's location. Not all products are charged a Satellite Warehouse Charge. Your Sale Representative can clarify which products are affected.

✚ Who should I notify if there is a problem with an order?

The customer should contact the assigned CSR. The CSR will work closely with the appropriate people in resolving the problem in a timely manner.