

FAQS

Colors

We have made every effort to display as accurately as possible the colors of our products that appear on the web site. However, as the actual colors you see will depend on your individual computer monitor settings, we cannot guarantee that your monitor will display any specific color accurately. If you have questions regarding the specific color of an item, please contact us.

Pricing

All prices shown on the site are listed in U.S. dollars. We do not have a currency converter as part of the checkout process, although that service may be found on outside web sites. If you live outside the U.S., charges for your purchases are converted by your bank into your local currency and should appear on your credit card statement in that currency.

Payment Types

We accept the following payment methods:

- MasterCard
- Visa
- American Express
- Visa or MasterCard check cards or ATM cards

We do not currently accept:

- Diner's Club
- JCB
- Eurocard
- Direct transfer of funds from your bank account
- International wire transfers or smart cards

Can I use a debit card or check card?

If you have a Visa or MasterCard debit/check card, you can use it the same as a regular Visa or MasterCard.

Is it safe to enter my card number online?

You can safely enter your entire credit card number via our secure server, which encrypts all submitted information. Our secure server software (SSL) is the industry standard and among the best software available today for secure commerce transactions. If you have any questions, please email info@ironworkerstore.com

Why did my credit card authorization fail?

It is not uncommon for a request for credit card authorization to fail once or twice before the card is finally authorized. If you have any questions, please email info@ironworkerstore.com.

Shipping and Billing Addresses

You will be required to provide billing and shipping address information at checkout.

Why is my phone number required to ship my order?

Some of our shipping carriers require a phone number for all shipments for delivery purposes. Additionally, we may contact you by phone if there is a problem with fulfillment of your order or delivery of your merchandise. This would be the ONLY circumstance under which your phone number would be used – IW protects the personal information of our customers in accordance with our Privacy Policy.

Shipment Methods

All orders are shipped UPS Ground or USPS in the case your address has a P.O. Box.

Overnight Shipping

Overnight shipping is available at additional cost, depending on the quantity and type of items ordered. If you require overnight shipping, please contact us to place your order by phone and we will attempt to have your order shipped same day.

Shipping Rates

Our rates are generated directly from the rate calculators of our shipping providers

International Shipping

If you live outside the United States, you may be subject to additional customs duties and taxes, which are charged once a shipment reaches your country. Additional charges for customs clearance must be borne by you, as we have no control over these charges and cannot predict what they might be. Customs policies vary widely from country to country, and you should contact your local customs office to determine likely fees assessed when importing merchandise from the U.S. To facilitate customs clearance and comply with local laws, we may be required to provide certain order, shipment and product information to our international shipping carriers and to customs authorities. Additionally, please be aware that cross-border shipments are subject to opening and inspection by customs authorities.

When will my order ship?

Orders received via the website could take up to 3 to 4 weeks to be received and processed. Once processed, orders will be picked and shipped immediately. All orders are shipped from our Ironworkers store room in Washington, DC 20006.

Undeliverable Packages

Occasionally packages are returned to us as undeliverable. When a carrier returns an undeliverable package to us, we will attempt to contact the recipient by phone and make necessary arrangements to either re-ship the package or refund the order amount. If you suspect your order cannot be delivered as addressed and you have not received your order 6 weeks after submission, please contact us for more information on the status of your order.

Why was my package undeliverable?

A carrier may deem a package undeliverable for several reasons:

- If the address is incorrect or outdated, the package will typically be returned to us by the carrier or by the unintended recipient.
- If you have put in a request for address forwarding, please note that the U.S. Postal Service only forwards first-class mail and magazines, not packages.
- The carrier may not deliver to your address. The U.S. Postal Service does not deliver to some addresses. All orders with "P.O. Box" in the address are automatically shipped via U.S. Mail. However, if a post office box address is provided in a format that our system does not recognize, the package may be shipped through a carrier that does not deliver to P.O. Boxes. If you have a P.O. Box, please be sure to enter your address as "P.O. Box" followed by a number. Also, if you have a private mailbox or use a local commercial mail receiving agency, please do not use "Box" for your mailbox number. Instead, use PMB or # to ensure that your address is not mistaken for a P.O. Box and that orders can be shipped to you via other carriers than U.S. Mail.
- Most carriers make three attempts to deliver a package. Packages with a high value (over \$400 of merchandise) will usually require a signature; otherwise a signature will be obtained at the driver's discretion. If the driver feels that a signature is required and no one is available after the third delivery attempt, the package will be returned to us.
- If you are sending a gift and the recipient refuses delivery of the package, it will be returned to us. In such cases you may want to let the recipient know that a package is on its way.

Information Gathered by the site

In order to process and ship your order, we gather certain personal information necessary to complete the order process. This information includes your name, ship-to address, and phone number. This information is necessary for completing your online order and shipping information. You may choose not to provide this information online, and opt to order via mail or telephone instead; however we'll still need the same information to process your order.

The site will also automatically gather additional information regarding your individual session. This may include your IP address, browser type and version, operating system and platform. We may also collect information regarding page response times, URL clickstream, page interaction information (what items you've clicked, added to/dropped from your cart), and methods used to browse away from the page. Lastly, the site uses cookies to keep track of your shopping information during your session on the site. Cookies are alphanumeric identifiers transferred to your computer's hard drive through your web browser to enable the site to recognize your individual shopping session and update your session data as you browse the site. The site will not function without cookies enabled in your web browser.

Enabling Cookies

Cookies must be enabled for the site to properly process your order. The way to enable cookies varies from browser to browser. For Netscape browsers, click Preferences on the Edit drop-down menu, then choose Advanced and adjust the settings in the Cookies box. For Internet Explorer, click the Tools drop-down menu, then click Internet Options. Click the Security tab, then click the Custom Level button. Click the radio buttons next to Enable beneath both "Allow cookies that are stored on your computer" and "Allow per-session cookies (not stored)."

Security Policy

In order to protect the security of your information, this website uses Secure Sockets Layer (SSL) software, which encrypts information you input. We retain only the last four digits of your credit card number after your order is processed, and your credit card information is not stored for future orders.

Credit-card transactions are handled by VeriSign, a third-party financial institution, which receives the credit card number and other personal identifying information only to verify the credit card numbers and process transactions. This information is not retained in any form by K&R Industries.

Information & Inquiries

For order information and all other inquiries please our contact page.