

**Order Status & Rush Requests**

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**Sales, Pricing, & Technical Information**

Patrick Lynch	Vice President of Sales	x3210	<a href="mailto:patrick@tanury.com">patrick@tanury.com</a>
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**Credit Application, Billing, and General Accounting Information**

Joanne Lisee	Accounts Receivable Manager	x3236	<a href="mailto:joannel@tanury.com">joannel@tanury.com</a>
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**Shipping & Receiving**

Karol Moreau	Receiving	x3209	<a href="mailto:kmoreau@tanury.com">kmoreau@tanury.com</a>
Joe Cota	Shipping	x3218	<a href="mailto:joec@tanury.com">joec@tanury.com</a>

**Standard processing times:**

6-8 business days unless otherwise noted  
 7-10 business days for multi-stepped process orders  
 12-16 business days for large PVD orders

*Rush requests will be handled as needed. **Communication is key!** Very large orders should be coordinated ahead of time with the production team.*

**What to do should there be an error on your order:**

A Return Authorization (RA) must be initiated when material needs to be returned to us for re-processing due to an error made by Tanury Industries. Every RA has a unique identification number. This allows us to keep any errors in process on the fast track for correction. Please list: 1. Purchase Order number 2. Invoice number 3. Date of invoice.

Here is how the RA process will work:

1. Call or email receiving (x3209) and explain situation, & obtain your RA #
2. Ship material to us (attn: Karol Moreau) with the RA # listed on both the P.O. and the shipping label
3. The Quality Manager will inspect the cause of error and if applicable correct the process
4. The job is processed, billed, and shipped under a new job ticket
5. We credit the original invoice for error and bill for work performed correctly