

# Secura Key Frequently Asked Questions



## 1. Who should we contact for questions regarding an order in process?

Name: Customer Service Department / CustomerService@SecuraKey.com  
Phone: (800) 891-0020 ext 191  
Fax: (818) 882-7052

## 2. How do we submit new purchase orders?

For faster processing fax YOUR purchase order to (877) 850-3449 or e-mail to Orders@SecuraKey.com

## 3. What is the cut off time for orders?

In-stock items: Orders in by 11am are shipped same day if possible. Standard cards: 3 days from receipt of PO. Custom cards: 3 weeks from approved art proof. For reorders: 3 weeks for quantity 250 to 3,000. Time is quoted for larger quantities when order is received.

## 4. Where do you ship from?

Secura Key  
20301 Nordhoff Street, Chatsworth, CA 91311

## 5. What will our credit terms be?

After processing your credit application, if it is approved, terms will be NET 30 DAYS. Otherwise all orders are prepaid.

## 6. Are there any discounts or rebate programs available? Not at this time.

## 7. Do you have a minimum order?

\$50 min. Card quantity is 50 for standard, 250 for custom artwork.  
If so, is there a fee for not meeting it? Difference between order total (excluding freight) and \$50.  
There is no variance to the minimum quantity for card/key tag orders unless it is a stock item.

## 8. Do you have free freight terms? No.

## 9. Do you drop ship directly to our customers? Yes

If so, is there a fee for drop ships? Yes, \$3.50 added to the freight charges.

## 10. Is there a tax issue if we drop ship?

Unless we have a California Tax Exempt Certificate, tax is charged on items delivered within the State of California.

## 11. Who do we contact for tracking information?

You provide an e-mail address to us and UPS will send an e-mail each time we ship a package for you, which will include your PO number and the UPS tracking number.

## 12. Who would we contact for Return Authorizations?

Must speak with tech support to confirm problem, then  
Name: RMA Department  
Phone: (800) 882-0020  
Fax: (877) 850-3449  
E-mail: RMA@SecuraKey.com

## 13. What is your restock fee/return policy?

Custom items are not returnable. Stock items can be returned for a 25% restock fee. Returned items must be in the same condition as when originally shipped from our location or the credit will be rejected and the product returned to you at your expense.

## 14. What is your company's "Remit To" address?

Secura Key, 20301 Nordhoff Street, Chatsworth, CA 91311 USA  
If using ACH or Bank Transfer, contact us for instructions. We accept VISA, MasterCard, Discover and American Express credit cards. Debit cards are not accepted.

## 15. What is your toll free number? (800) 891-0020

## 16. What are your hours of operation?

Office for Sales or Customer Service: 8:00AM to 4:30PM, Pacific Time  
Technical Support: 7:00AM to 4:30PM, Pacific Time

## 17. What is your web site? [www.securakey.com](http://www.securakey.com)