

# How Buy Direct Works

Customers who view the Thomas website or know of Thomas products by reputation but do not have a Thomas Dealer in their area are encouraged to come and visit the plant to see, touch and feel the equipment and watch how it is manufactured. Come talk to the staff, experience the plant atmosphere and witness the pride that is built into every unit.

Plan to pick your mini skid up at the plant to bring home with you. Stay over and we'll pick up the tab for one night's accommodation and your evening meal. Alternatively you can fly in and we'll pick you up and return you to the airport putting you up overnight as well.

Can't make it to the plant? That's okay; we can do it online or over the phone. We make it simple.

After you choose the model that works best for you (see Choosing the Right Model)and the attachments that fit your application:

- 1) Call 866-Be-Tough (866-238-6844), or email [sales@thomasloaders.com](mailto:sales@thomasloaders.com) to place your order. A 25% down payment is required at the time of order. Payment can be made with Visa, MasterCard, American Express, certified check or through a wire transfer.
- 2) We post your shipping information to [directfreight.com](http://directfreight.com) and obtain the lowest freight rates available.
- 3) We contact you with freight costs and obtain authorization to proceed. Payment for the balance plus the freight is due at this time.
- 4) We arrange for pick up and call to provide you with an estimated time of arrival, way bill number and tracking information.
- 5) We track the carrier on line for you and provide you with their progress. We call you the day after the delivery is scheduled to ensure the loader delivery went smoothly.

## ***After the Sale***

If for any reason you are dissatisfied with your purchase, you may return any new, unused Thomas product for a full refund within 30-days of receiving the goods. The cost of return freight and all handling costs will be the responsibility of the purchaser. Used or damaged products will not be accepted for return.

Any problems or questions you may have can usually be quickly resolved by reaching Thomas directly.

We can be reached at:1-866-238-6844  
Sales Assistance – [sales@thomasloaders.com](mailto:sales@thomasloaders.com)

Parts & Service – [customersupport@thomasloaders.com](mailto:customersupport@thomasloaders.com)

Parts are readily available online directly from Thomas or through any of our authorized Thomas Sales and Service Dealers.

Thomas products carry one of the most complete, all-encompassing customer protection plans available in the industry. (See warranty tab under Buy Direct) Regardless of how you purchase your new Thomas Compact Tool Carrier, from an authorized Thomas Dealer or from Thomas Direct, your purchase is covered by a comprehensive 1-year full machine warranty, 2-year engine warranty and 5-year main-frame warranty .

Warranty service may be obtained from any of Thomas' authorized Sales and Servicing dealers. If there is no dealer in your immediate area other arrangements may be made through a Thomas' Authorized Service Center. For additional information call 1-866-238-6844 or contact [customersupport@thomasloaders.com](mailto:customersupport@thomasloaders.com)