



Rubber Fab FAQ

Orders

- ❑ Do you sell direct?
 - ❖ Rubber Fab is a B2B business, meaning we sell through distribution. We have partners all over the world to help serve you in the best way possible.
- ❑ Since you don't sell direct, how do I order products? Do you have an online store?
 - ❖ To find the closest distributor to your location, you can either use our handy online chat located on the lower right hand side on our website or give us a call on our main number 973-579-2959! Someone will be able to connect you with either an outside sales representative or a distributor.
 - ❖ At the moment, we do not have an online store option.
- ❑ I placed an order and need tracking. Where can I check the status of my order?
 - ❖ Rubber Fab now offers an easy to use order tracking system that can help provide any updated tracking information on your order! Click the [link](#) to head over to the tracking page to begin hunting down your order.

Products

- ❑ I need to know the chemical compatibility on a particular material you offer. Where can I check?
 - ❖ We offer an extensive chart of what elastomers can withstand against which chemicals. Just click the [link](#)!
- ❑ I need a gasket material that can handle low (high) temperatures, do you have a list of gasket materials and their temperature ranges?
 - ❖ We know that temperature ranges are important in picking a gasket. Click the [link](#) to our resource packing outlining gasket materials and their temperature ranges!
- ❑ Do you have product shelf life statements?
 - ❖ Click the [link](#) to download our published shelf life statements for some of our products.
- ❑ I need a CoA, CoC or additional certification for Rubber Fab products that I ordered. Where can I send my request to?
 - ❖ For any requested for certification, you can send a request to our sales department at sales@rubberfab.com
- ❑ I have a question about a product or want to send a RFQ but don't have time to call or your business hours are outside of my time zone. Is there an email or other ways of contact Rubber Fab?
 - ❖ We sure do! You can either send an email to sales@rubberfab.com or use our online chat located at the bottom of our main page on the right. Please note that our business hours are M-F 8:30 AM to 5:00 PM EST.

Miscellaneous

- ❑ I want to be set up as a distributor for Rubber Fab. How do I begin that process?
 - ❖ The first step to being considered as a registered distributor is to be connected with an outside sales representative. To find who would be your outside sales rep. either use our online chat to inquire or send a request to marketing@rubberfab.com

