

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 temperature guideline 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 either send a request directly to your inside sales representative, use our handy online chat located at the bottom right corner on any page, or send a request to our info@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 info@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 info@rubberfab.com.