

## Centre d'aide

Comment pouvons-nous vous aider ?

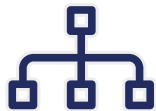
Rechercher



- Comptes et commandes



- Informations sur les produits



- Ventes et distributeurs



- Politiques commerciales

## Accounts & Ordering

[View All FAQs](#) →

How do I place an order with ECHOtape?

To place an order, you need to have an open account. Send orders to [service@echotape.com](mailto:service@echotape.com) or call 800-461-8273.

How do you open an account with ECHOtape?

To open an account, customers complete a credit application once they have spoken to someone in sales.

Do you have a minimum order amount?

Yes. Minimum order amounts on account are \$350 for Canada and \$500 for the US.

What payment terms do you accept?

We accept checks, electronic payments and credit cards.

What sales tax do you charge?

We follow the legal guidelines for charging sales tax and charge it where applicable on items that are shipped. If a company is sales tax exempt, we require a certificate for our



records.

How do I request a copy of my invoice?

Please email customer service at [service@echotape.com](mailto:service@echotape.com) or call 800-461-8273.

Do you stock inventory of the products you sell?

Products available online are typically in stock. For other items, this will vary.

What is the minimum order size for prepaid freight?

Minimum orders vary by customer account and product line. Please check with your Account Executive on what they are for your business.

How much do your products cost?

Prices vary depending on which items you are purchasing.

What is the MOQ (minimum order quantity)?

This varies depending on the item being requested so you will need to check with one of our Account Executives.

Can you expedite an order?

We always try and meet our customers' delivery requirements and try our best to expedite orders if needed.

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fake

How do I create an account online?

Go to our online store, and create an account.

Why can I not make a purchase online?

Unfortunately, if you live outside of the United States, you will not be able to purchase online.

How do I get a price for a product we already purchased?

Please email customer service at [service@echotape.com](mailto:service@echotape.com) or call 800-461-8273.

When will my order ship?

If the tape you order is in stock, we ship within 24-48



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business hours. We do not ship on weekends and we do our best to accommodate all rush orders.

How do I track my order?

Please email customer service at [service@echotape.com](mailto:service@echotape.com) or call 800-461-8273.

How do I cancel an order I just placed online?

Please email customer service at [service@echotape.com](mailto:service@echotape.com) or call 800-461-8273.

What is the lead time to get an item I ordered?

Most items ordered online are in stock and should ship within 48-72 hours of placing your order. For other products, lead times will vary.

Where does your material ship from?

Our online orders ship from our warehouse in California. Other orders may ship from our warehouse in Illinois or our warehouse in Canada.

Will you notify me if my order is delayed?

Yes, we try our best to notify you if an order is delayed.

Where is your tape made?

We carry a large variety of tapes and these are made all over the world.

## Product Information

[View All FAQs](#) →

## Sales + Distributors

[View All FAQs](#) →

## Business Policies

[View All FAQs](#) →

