

How do I complete my order and checkout?

When you are ready to checkout you must go to your cart. This can be done by hitting the Your Cart button at the top right of the page.

Once your cart is displayed you may choose to make changes. You can either update the quantities of the items you currently have in your cart (please be aware that you must hit the Update Cart button after making quantity changes for the change to take effect), delete unneeded items from your cart (simply hit the X on the item line and the product will be removed), or you can hit the Continue Shopping button and add items that may have been left off the order.

Once you are happy with what is in your cart, hit the Proceed to Checkout Button.

Once the One Page Checkout is displayed it is a good idea to confirm that your order is 100% accurate. If not, click on the Your Cart link at the top to make changes. If it is you may proceed.

You CANNOT change your billing information. This information is linked directly to your account within our billing system. If changes to this information need to be made – please email acctupdate@clarkandsoninc.com.

For the shipping information you may choose to ship to the same address as your billing address by clicking the “Same as Billing” box at the top of the shipping information section. You may also choose one of your previously saved addresses (addresses may be added in your address book in the “Your Account” section) or enter a new address at this time. All lines with a red asterisk must be filled in.

Once the shipping information is entered you can review your Shipping Method. If the order will be shipped by LTL freight, or you want a quote for LTL freight vs. parcel service) you must choose the correct accessories in the first section (construction site, business with a dock, residential, etc). For either parcel or LTL you must then choose the correct address type, either residential or commercial. After this is chosen you must click on the words Refresh Rates that are at the bottom of the list of rates. If you fail to hit this button after changing the accessories, when you go to place your order it will recalculate for your chosen options and you will need to choose your shipping method again with the new cost before you can place your order. Once you choose your desired shipping method the rate will be added to the total.

Please also be aware that if you add any one of the following items the shipment must be sent by freight due to weight or dimensions and will be charged accordingly, regardless of whether a UPS/FEDEX quote was given (please note that we are working on a fix for this so that a quote will not be provided at anytime a shipment must be sent by freight): W4242, B30 or larger, CDB36, DB18 or larger, any UC or UOC, IS3696, REP, SPW, or a V3621D or larger.

The payment method will always be Clark and Son Invoice.

In the additional questions field you must fill in a Purchase Order Number, indicate that you have read Clark and Son’s Terms, Policies, Procedures, and Warranty, indicate that you are aware of the parts that require freight shipping and may override UPS/FedEx rates, and indicate that you are aware that by not choosing the necessary accessory fees at the time of checkout that you will be responsible for any additional fees that are billed to Clark and Son Inc. These four things are required.

In the comments section you may provide any additional information that may help complete your order.

Once everything is complete hit the Checkout button. The order will be sent to Clark and Son Inc and placed immediately in line for the 3-business day pick time. You will receive a confirmation email – however an approval is not required.

DO NOT REPLY TO THIS EMAIL – IT IS AN UNMONITORED ADDRESS AND WILL NOT BE ANSWERED. For any concerns regarding your order please use the CRM on the website. Refer to the help section with any questions.

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