

# TO OUR VALUED CUSTOMERS



- Southwest Paper is a fully integrated distributor of sanitary maintenance supplies and equipment, packaging products, food service disposables and printing and imaging papers. We hope you find this catalog to be a valuable tool in your selection of quality products.
- We strive to provide you with the best total value with these advantages:
  - Locally owned and operated since 1938 gives you the assurance of a reliable and consistent source of supply.
- 130,000 square feet of warehouse space to handle your largest storage requirements. \$3,000,000 of inventory on hand means few stock outs.
- 5,000 items in stock allows you many choices in each product type.
- Products for all your Sanitary Maintenance, Packaging, Business Paper, and Food Service Disposable needs let you consolidate your purchasing.
- 1,800 square feet of showroom space to view products insures that you get the product that works best for you.
- Training room allows us to train your employees to your specifications, reducing your cost of on-the-job training.
- Equipment Service Department with factory trained technicians insures your equipment works properly so you get the maximum return on your investment.
- Custom cutting of paper and packaging material provides quick delivery for special packaging needs.
- Company owned delivery fleet covering Kansas and Oklahoma insures your products arrive consistently on time and in good condition.
- Next day delivery or same day shipment on all products in stock lets you get what you need quickly.
- Experienced sales staff averaging over 13 years with Southwest Paper, provides you with expertise in product selection and application.
- Customer Service Team located at each distribution center gives you a quick and consistent contact for your needs.

I would like to thank all of you whose patronage has helped to make our business a success and to welcome those of you whom we will be serving in the future.

Sincerely,

Eric Tangeman  
C.E.O.



## SOUTHWEST PAPER CATALOG 2012

	<b>SOAP</b>	<b>7-19</b>
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# SALES POLICY

## Order Placement:

ORDER ONLINE AT - [www.swpaper.com](http://www.swpaper.com)  
OR VIA EMAIL - [order@swpaper.com](mailto:order@swpaper.com)  
KANSAS – Customer Service (316)-838-7155 or 800-657-6046  
General Office (316)-838-7755 Fax (316)-838-7864,  
OKLAHOMA – Customer Service (405)-236-1641 or 800-375-2727  
Fax (405)-236-1658



## Terms of Sale:

Net 30 with approved credit.  
ALL MAJOR CREDIT CARDS ACCEPTED  
FOB Wichita, Full freight allowed on Southwest Paper trucks.

## Pricing Information:

Due to constant changes, prices have been omitted from this catalog. Please contact your Southwest Paper Sales Representative or our Customer Service Department for current prices.

## Damage:

We want your shipment received complete and in good condition. Your Signature on the receiving document confirms that fact. Please have the transportation agent note any damage or shortage on the receiving document so any claim can be handled accurately. When received, your goods should be checked immediately.

## Returned Goods:

If you must return something PLEASE contact our Customer Service Department or your Sales Representative within 10 days of the original shipping date and request authorization to return goods. Restocking charges may apply.

## Goods Not Authorized For Return:

Goods not in original manufacturers containers.  
Goods not in saleable condition.  
Goods with expired shelf lives.  
Goods purchased on a "Special Order" basis (unless manufacturer accepts and approves). These items are normally subject to a restocking charge and return freight charges.  
Goods not purchased from Southwest Paper.

## Delivery:

All orders placed by 5:00 PM will be delivered the next business day in the Wichita and Oklahoma City metro areas. Please contact Customer Service for our truck delivery schedule outside the metro areas. All orders for delivery by common carrier will be shipped same day if received by 2:00 PM. Orders for delivery by common carrier received after 2:00 PM will be shipped the following business day.

## Technical Service:

Please inquire about our service polices and preventative maintenance programs with our Service Department. Our factory-trained technicians are here to help you.

## Guarantees and Warranties:

All manufacturer's warranties are passed directly to our customers. All merchandise sold without warranty or other liability of any kind, except as expressly stated on, packaged with, or accompanying such products. In no event shall Southwest Paper be liable for any special, consequential or punitive damages and the company's liability on any claim for loss, or damage, arising out of, or connected with, the sale, resale, or any use of any product shall in no case exceed the selling price of such product, or part thereof involved in the claim. ALL MERCHANDISE IS SOLD WITHOUT ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE.

# EQUIPMENT SERVICE, PARTS, AND SALES



*Pioneer Eclipse*



## Kansas Contact

Joe Davis  
Equipment Service Manager  
(316) 219-7259  
jdavis@swpaper.com

## Oklahoma Contact

Carla Pebworth  
Service Coordinator  
(405) 236-1641  
cpebworth@swpaper.com

[www.swpaper.com/equipmentservice.html](http://www.swpaper.com/equipmentservice.html)

**Southwest Paper customers with established accounts may order online. All that is needed is an internet connection and an email address.**

- Order from a list of your previously purchased items
- *Quick Order* by entering SWP product codes and quantities
- *Bookmark* frequently ordered items.
- Browse products by Vendor or Product Category
- Search for products by description or SWP product code or vendor product code
- Check stock availability and pricing
- Select from multiple ship-to addresses
- Get email confirmations of your orders
- View archives of previous online orders
- View and print unpaid invoices and unapplied credit memos
- View and print signed delivery documents
- View unbilled orders
- View month by month item purchase quantities and sales dollars



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Available at the following link: [www.swpaper.com](http://www.swpaper.com).

# PROFESSIONAL ASSOCIATIONS

Southwest Paper supports several trade associations and is owner/member of a national distribution company to continually bring increased value to our customers.



A \$10 billion distribution organization, Network serves the healthcare, manufacturing, and facilities management and maintenance industries by consolidating the resources and strengths of more than 80 distributors. Network distributors operate nearly 400 distribution facilities and service over 750,000 customer locations.



With over 4,600 member companies internationally, ISSA provides leadership and knowledge to the cleaning and maintenance products industry, while also representing our industry before government and others.



The National Paper Trade Association, by design, is structured to do the research, provide the right information, offer education, and support member companies in their quest to improve their business operations.

