

FREQUENTLY ASKED QUESTIONS

1. I'M NOT FAMILIAR WITH ORDERING PLASTIC JERSEY BARRIERS SO I HAVE A LOT OF QUESTIONS. WHO AT PLASTICJERSEY.COM CAN HELP ME?

Any one of our well-educated sales associates can get you the answers you need. We can provide extensive, detailed information on all barriers. We'll answer your questions so you can select the barrier best suited to your needs.

Simply call our toll-free number 888-436-1233 any time Monday through Friday, between 8 am and 6 pm Eastern Standard Time.

You can also reach us by completing our Contact Form. You'll receive a reply before the end of the next business day.

2. HOW DO I DETERMINE WHICH SIZED JERSEY BARRIER WILL WORK BEST?

Our most popular sizes are the 42" x 24" x 72" and the 32" x 18" x 72" model, in orange. But those sizes may not be the best for you. You need to consider several factors, such as:

What is its use? Are you channeling traffic through a construction area? Are you setting up a barricade to protect buildings, vehicles or pedestrians? Do you want to deny access to a particular area? Delineate boundaries? Control flooding? Do you need greater or lesser overhead visibility? Is the barrier going to be installed in a **permanent or temporary** location?

Determine the width. The small barrier, model #JB-32, is 18" wide. All other models are 24" wide.

Next decide on **the height**. If you want to deny access to a particular area, the 54" height would be best; it's hard for trespassers to climb over. If you're channeling

traffic through a construction zone, you might prefer the shorter 42" barrier or the 46" barrier which enables travelers to see over the barrier. If you want the maximum overhead visibility, the short model may be best.

Barriers are available in only **two lengths: 72" (6') or 96" (8')**. In part, the length will be determined by the height you select. If using the longer models, you can purchase fewer. But longer models are a little more awkward to handle, and require more manpower to move them.

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3. WHICH WORKS BETTER; SAND FILLED BARRIERS OR WATER FILLED BARRIERS?

This is dependent on the nature of your project or application. For a permanent barrier, use sand to reinforce the plastic jersey barrier. For temporary barricades, fill with water.

4. WON'T THE WATER FREEZE?

It can. If using water-filled barriers in areas where freezing and thawing may occur, there are two options recommended by the manufacturer.

Fill the water to within 10" from the top. This allows room for expansion as the water freezes. – THIS IS THE RECOMMENDED METHOD

Add 1-1/2 gallons of Calcium Chloride to each barrier. Calcium Chloride is acceptable to the Environmental Protection Agency (EPA) and is approved in ALL states. –NOT THE PREFERRED METHOD

WARNING – We do not recommend mixing any substance with water inside the plastic jersey barriers.

5. WON'T THE WATER LEAK OUT?

Our barriers are rotation-molded to a minimum uniform thickness of 8mm, thicker than anything else on the market today. The thick plastic isn't easily punctured, and is sturdy enough to withstand normal wear and abuse.

6. THE 42" X 24" X 72" BARRIER IS AVAILABLE IN BOTH A 100# AND A 170# MODEL. WHAT'S THE DIFFERENCE?

The walls of the model weighing 170# are made of thicker plastic.

7. HOW DO I DETERMINE THE CORRECT PRODUCT NUMBER?

The first two-digits of the product number indicate the model number/size: JB-10 will always be a 28" x 24" x 72" barrier. The last digit of the product number indicates the color:

1 = Orange	2 = White
3 = Yellow	4 = Red
5 = Military Green	6 = Desert Tan
7 = Gray	9 = Custom Color

Before placing your order, call our toll-free number 888-436-1233. A Sales Associate will be able to assist you. After placing your order, you will receive an email confirmation. Please look at the product description to confirm that you have ordered the size and color you need. If you need to change your product selection, call our toll-free number 888-436-1233. A Sales

Associate can make the necessary change before the order is shipped.

8. WHEN READING MY ORDER CONFIRMATION EMAIL, I DISCOVERED I ORDERED THE WRONG PRODUCT? NOW WHAT?

Not a problem. Your order isn't going to be processed until you approve the shipping charges. You can contact us as soon as you discover the discrepancy.

If calling after our regular business hours, leave your name, phone number and a brief message. A Sales Associate will get back to you.

If you prefer, you can wait until we contact you with your shipping charges. If you decide to wait, please remember that your order will be delayed since we'll have to recalculate the shipping.

9. DO YOUR PRICES INCLUDE ANY LOCAL OR STATE TAXES?

No. At this time, we must collect sales tax for deliveries to California, Florida and Pennsylvania only. Taxes will be calculated for you if you are located in one of those states. If you are tax-exempt, please provide us with a copy of your Tax Exemption Certificate.

By fax to 1-800-851-7853

By email to Web.Inquiry@PlasticJersey.com

By mail:
TAMIS Web Fulfillment Division
10700 Frankstown Rd #105
Pittsburgh PA 15235

10. HOW LONG WILL IT TAKE TO RECEIVE MY ORDER?

We have a large inventory that can be shipped from various locations around the country. If your order is received within our regular business hours, it will be processed within two hours after receipt. A Sales Associate will review your order, calculate shipping charges and contact you with your total costs. Once you approve the freight charges, your barriers can ship

within seven business days after approval of your final cost.

Because of their size and weight, barriers are shipped by truck. Delivery time will depend on the shipping location as well as the destination. We make every effort to ship from the warehouse that is closest to you. Depending on availability, it isn't always possible. A Sales Associate will explain this to you when she calls to discuss your freight charges.

If time is critical, please let us know before you place an order. All shipments can be expedited at an additional fee.

11. HOW DO I UNLOAD THE BARRIERS?

That depends upon the size of the barriers ordered as well as the quantity ordered.

The empty barriers are light enough to be lifted off the truck by one or two men. Even the largest barrier is portable, and easily carried by two men.

The quantity you order will determine whether the barriers are shipped loose, or on a pallet. Two or three will probably be shipped loose. Larger orders will be banded to pallets. If you have a forklift at your location, you can unload each pallet. If there isn't a forklift, you would un-band the barriers, and lift them off the pallet, one at a time.

12. CAN I USE MY OWN CARRIER?

Yes. To use your own carrier, just let us know when you order. Our Sales Associates will work with your preferred delivery service to get the products delivered. Your carrier will bill you directly for the freight charges.

13. MY COMPANY REQUIRES A FORMAL QUOTE. IS THAT POSSIBLE?

Absolutely! We can provide you with a sales quote on any item, including freight costs and sales tax, if applicable. Our Sales Associates will take the information from you, and can prepare a sales quote,

usually within 48 hours. We guarantee you will receive accurate information. Our quotes are valid for 30 days. If you don't order within 30 days from the date of the quote, please confirm the price with us before placing an online order.

14. MY COMPANY DOESN'T PAY BY CREDIT CARD. WILL YOU ACCEPT A PURCHASE ORDER?

Yes. While payment by credit card is our preferred method, we know it's not always possible. You can send your purchase order one of three ways:

By fax to 1-888-436-1233

By email to WebInquiry@PlasticJersey.com

By mail to TAMIS Web Fulfillment Division
10700 Frankstown Rd #105
Pittsburgh PA 15235

An invoice will be mailed separately, after the order has shipped. All invoices are due within ten (10) days of receipt. Payment can be made by check payable to "Tamis Corporation". Payment can also be made by wire transfer. A Sales Associate can provide the bank information.

15. WHAT IF SOMETHING IS DAMAGED IN TRANSIT?

All barriers are sturdy, built of a minimum uniform thickness of 8mm. Even so, damage can occur in transit. Take time to examine your order when it arrives; count the barriers to be sure you received the quantity ordered. Do not refuse the delivery. When your order arrives, don't let the driver leave before you've thoroughly examined everything. Note the damage on the receipt before signing. Make sure your copy also shows the damage. If possible, take photos of the damage.

Contact us at 1-888-436-1233 as soon as possible so we can arrange for a replacement item to be shipped.

Unfortunately, it's up to you to file the claim with the carrier. We can't do this but we will help you gather the information you need for the claim. We'll work

with you to ensure that the claim is handled quickly and in your best interests.

16. WHAT IF I HAVE ANY QUESTIONS AFTER THE SALE?

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You can also reach us by completing our Contact Form. Someone will respond by the end of the next business day.