

Q: How are STiL Casing products made?

A: STiL Casing's line of archival cases are made from virgin and Inert polypropylene plastic material and molded by process of injection using the latest injection molding technology

Q: What are the dimensions of all cases?

A: Model numbers and specifications for each product are available [here](#) online. For your convenience, our model numbers and product specifications can also be found in our detailed Data Sheets (PDF format) available for download.

Q: Do you offer a warranty on STiL Casing products?

A: **STiL Casing** product warranty covers construction and materials of any **STiL Casing** product to the original purchaser, providing the case has been used under normal circumstances. Any abnormal wear, or abuse of any kind, will void the warranty.

Q: What are the advantages of choosing plastic versus metal ?

A: The price is a fraction of what you would pay for a metal or fabricated product; plastic is impervious to corrosion and oxidation, has a high strength/weight ratio, is odorless, tasteless and non-toxic; plastic is also dent resistant and offers very good shock resistance. Plastic is also easily recyclable, making it more environmentally friendly than other materials.

Q: How can I buy STiL Casing products?

A: You can order online direct (from our [products](#) section), by fax or by phone.

Q: How are the orders shipped?

A: Most orders are shipped via UPS or FEDEX ground service. Larger orders are sent LTL or full truck load via common carrier. You can also specify the carrier of your choice.

Q: I would need to see a sample before I order. Is that possible?

A: Absolutely. Samples are usually sent free of charge and sent freight collect on UPS or FedEx overnight. Just provide us with your courier account number. Click [here](#) to request a sample..

Q: What methods of payment do you offer?

A: Upon receipt of your order, our sales department will issue a "Proforma" invoice showing all charges including freight. Depending on when this order is needed, you can then forward payment by mail, Express Courier or charge to your Visa, MasterCard or American Express. All new customers must pay their first order in advance either by cheque, Visa, MasterCard or American Express. Credit terms are available on approved credit. See terms and conditions below for details.

Q: How long does it take to get my order?

A: All products are in stock in standard color, and in sufficient quantities to fill and ship most orders within 43-5 business days. Larger orders usually require more time depending on production lead times.

Q: I need to fit various components inside a case to make a kit. Do you offer help in the development of an insert?

A: Custom inserts are available and our design department can engineer your layout. Just send us your components or part drawings and we will create a preliminary layout drawing followed with a quote.

Q: What optional product are available from STiL Casing?

A: labeling, Hub, Cores, , assembly and distribution (drop-shipping), case customization, sub-contract molding.

Q: Do you make custom products?

A: STiL Casing welcomes new projects. Not only do we make custom cases for a variety of applications and customers, but our in-house design department can also provide help and assistance in the development of other injection-molded products.

Q: Does STiL Casing do custom applications?

A: Yes, **STiL Casing** has an experienced design and engineering staff as well as tool and die makers to satisfy any custom requirements. Our state of the art molding plant is equipped with the latest technology and the finest equipment available.

Prices:

- All prices are USD, Euro or \$CAD (as stated);
- All shipping prices are quoted F.O.B. Quebec, QC Canada.
- All orders are subject to our standard conditions of sale.

Terms:

- Net 30 on approved credit;
- First order payable in advance by Visa, MasterCard, American Express or cheque (payable to **STiL Casing** Inc.);
- No C.O.D. shipments.