



DEALER GUIDE

Your quick reference for ordering, billing, and support

ORDERING AND SHIPPING

Place new orders, check availability, order confirmations, update an existing order, shipping expectations.
Phone: 800-246-6277 | Email : Customer Service Team

Shipping Facility	State	Email
Mountain View	AR	orders-FEP@lignetics.com
Show Low	AZ	service_forestenergy@lignetics.com
Calpella	CA	service_forestenergy@lignetics.com
Sandpoint	ID	service_idaho@lignetics.com
Strong	ME	service_maine@lignetics.com
White Pigeon	MI	orders-fbp@lignetics.com
Jaffrey	NH	newenglandorders@lignetics.com
Deposit & Schuyler	NY	newenglandorders@lignetics.com
Arcade	NY	service_drycreek@lignetics.com
Brownsville & Cascade Locks	OR	service_bmfp@lignetics.com
Columbia City	OR	service_forestenergy@lignetics.com
Mifflintown	PA	energexsales@lignetics.com
Youngsville	PA	alleghenyorders@lignetics.com
Ulysses	PA	service_drycreek@lignetics.com
Kenbridge	VA	service_virginia@lignetics.com
Shelton	WA	gemorders@lignetics.com
Marathon City & Peshtigo	WI	service_marthwood@lignetics.com
Hayward	WI	ordersglre@lignetics.com
Sand Fork	WV	service_westvirginia@lignetics.com
Kingwood	WV	hdeberry@lignetics.com
Lac Megantic, QC - Canada	QC	energexsales@lignetics.com

CREDIT NOTES

Submit requests for credit on returns, pricing discrepancies, or billing adjustments.
Phone: 800-246-6277 | Email: Customer Service Team

QUALITY CONCERNS

Report a product quality issue, submit photos and lot numbers, or request a quality investigation.
Phone: 603-532-0631 | Email: cstacy@lignetics.com

ACCOUNTS RECEIVABLE

Account balance inquiries, invoice copies, payment remittance, and statement requests.
Phone: 303-802-5408 | Email: ar@lignetics.com

COD PROCESS

Cash-on-delivery orders require prepayment prior to release. Contact us to confirm pricing, arrange payment by wire or credit card, and schedule shipment once funds are received.
Phone: 303-802-5408 | Email: ar@lignetics.com