

# Our commitment to you

Since 1988, Central States has been known in the industry for top quality products and unmatched customer service.

As employee owners, we at Central States believe that our dedication to our customers makes all the difference in our product and service offerings. We understand that you have commitments to your customers, and we will do everything in our power to help you honor those commitments. For 25 years and beyond, we are devoted to getting your orders Right. On Time. Every Time.



**RIGHT.** Exactly the products you need, exactly as you ordered. We have the lowest mistake ratio in the industry, and we offer an automated order entry system that eliminates miscommunication and allows you to generate quotes in seconds. Additionally, all orders are double-checked for accuracy before being processed. Once in production, numerous quality measures are in place to ensure accuracy. From quality checks on the line to product scans during loading, Central States works diligently to get it right.

**ON TIME.** You can count on us to deliver your materials when you expect them, which means no lost revenue from job delays. Central States offers the quickest turnaround times in the industry on cut-to-length metal building components. Each of our customers is assigned to a consistent truck route, meaning there is no guessing as to when your materials will arrive. Central States' truck drivers are reliable, dependable and willing to take the extra step in providing customer service. GPS tracking devices and cell phones ensure that you know the status of your order should any questions arise.

**EVERY TIME.** Day in and day out, customer service you can count on to get the job done, providing you with peace of mind that you don't ever have to worry. We are dedicated to helping you build your business by giving you consistency, quality and support. We want to be more than just your metal building component supplier; we want to be your business solution partner. As employee owners, we understand the mind set of a business owner. That's why, every day, we work to ensure that your products are Right. On Time. Every Time.



**Lowell, AR**  
800-356-2733

**Cedar Hill, TX**  
800-210-8305

**Hartford, SD**  
877-361-4763

**Michigan City, IN**  
800-638-2565

**Mount Airy, NC**  
877-813-2111

**Jasper, AL**  
866-270-6608

[www.centralstatesmfg.com](http://www.centralstatesmfg.com)

