



Customer Service Policy

Contacting Us

Industrial Spring Company and Holmes Spring Manufacturing customer service is available Monday through Friday from 7:00 am to 6:00 pm Central Standard Time. You can reach us by phone, fax or email as listed below:

Email: ISCOffice@Idcdoors.com
Toll Free: 1-800-899-7945 (ISC) or 1-800-427-1203 (HSM)
Main Phone: 763-786-6527 (ISC) or 480-598-6484 (HSM)
Direct: 763-398-8226 (ISC) or 763-398-8226 (HSM)
Fax: 1-888-330-6033

Order Receipt and Acknowledgement

Orders can be sent via, phone, fax, and email. Fax and email are preferred for accuracy; however all orders will be confirmed via fax or email or a phone call. An order confirmation will be sent on each order confirming the price and ship date of the order.

Shipment of your Order

Industrial Spring and Holmes Spring Manufacturing strive to provide the fastest possible service to our customers; having all orders under 20,000 lbs. ship within 5 days of the receipt of order. See below for our torsion spring lead-times:

Torsion Spring Weight	Lead Time
Less than 250 lbs.	1 day
250 lbs. – 499 lbs.	2 days
500 lbs. – 1249 lbs.	3 days
1250 lbs. – 2499 lbs.	4 days
2500 lbs. – 19,999 lbs.	5 days
20,000 lbs. or Greater	6-8 days

Extension and one piece springs are in stock and available within 1 to 3 days of order. Special order springs require a 3 to 5 day lead time and an additional set-up fee.

Problem Resolution

In the event of a problem or an issue, please notify us within 48 hours of receipt of your product and let us know what went wrong. We will do our very best to remedy the situation for you immediately, no questions asked.