



5155 E 46th Avenue
Denver, CO 80216
Phone: 303-373-0557
Fax: 303-373-5776
Forms and Supplies: 800-327-8345

Important Facts about Our Service

How do I place an order?

1. Telephone (303) 373.0557 When you call in please provide us with your customer number, company name, address, phone number, your name and password. Please provide us with the department that the file or box is coming from.

2. Fax (303) 373.5776 Iron Mountain has a never-busy fax that operates 24 hours a day, seven days a week. We have Fax Retrieval Request Forms to help make your job easier. If you are out just let us know and we will send more. If applicable, please specify the department.

3. Website: <http://www.ironmountain.com> Most all services that we offer are available via the Web. Ask your representative to set up an account for you.

What is important when I am requesting a file or box?

Delivery Options Assumes normal weather and road conditions. Item can be boxes or files.

Standard Delivery: Same Day Service. Unless otherwise stated.

Call by 11:00a.m., item is delivered 5:00p.m.

Call by 4:30p.m., item is delivered next day by 1:00p.m.

Second Day **Call by 11:00 p.m., item delivered by the next day at 5:00 p.m.**

Call by 5:00 p.m., item delivered by 1:00 p.m. a business day and ½ later.

Two-Hour Rush - Item will leave Iron Mountain not later than two hours after phone call was received.

Large Deliveries - Deliveries requiring 48 or more boxes need to be scheduled and typically take at least 1 to 2 business days. Faster response for large deliveries is available but may incur additional labor costs.

What is important when I am sending boxes?

Label Placement. Please order your labels in advance (no charge for labels) and have the boxes labeled properly when we arrive. Labels need to go on the handle side of the box (not on the lid). Please make sure that when the lid is on the box the bar code label is completely showing. If the box is a special size, please place the label on the side that would naturally show if the boxes were stacked next to each other. Except for tubes or long narrow boxes, never put a label on the top of a box.

Pick up requests. Please be sure to give an accurate box count and the type and size of the boxes. Iron Mountain can pick up to 48 boxes as part of our daily routine. Larger pick-ups need to be scheduled, and typically large pick ups are started within two to three business days.

Transmittal Forms - A Must! To keep a documented paper trail of the items we pick up, Iron Mountain requires a Return Transmittal to be filled out. Your business should have at least one Transmittal Book, however if you need more, please call.

Acceptable Boxes. Iron Mountain will store practically anything that comes in a box (please see the Storage and Service Agreement for exceptions). We even offer a special vault for mixed media and tape storage (call for details). Unacceptable items include overflowing boxes, boxes in poor condition, boxes without labels, and furniture. Remember – the boxes we sell are guaranteed for as long as they are stored with us! Call if you have a special storage or packing needs.