Ridgway customer guide

Create your account and request a quote

A customer account lets you reuse saved details, select multiple products and send one combined quote request. This guide uses the button and tab names displayed on the website.

1 Create your account

1. Go to https://ridgwayindustries.com and select MY ACCOUNT in the main menu. You can also open https://ridgwayindustries.com/my-account/ directly.

2. Under Register, enter your First Name, Last Name, Phone Number and Email Address. Complete Company Info with your company name where applicable. Use an email address you can access.

3. Check your details. For a US phone number, enter the 10 digits without spaces or hyphens. Fields marked with an asterisk are required.

4. If a Cloudflare verification appears, wait for it to finish. Select Register once and read the confirmation message.

5. Your registration will be pending Ridgway approval. Wait for the approval email before trying to sign in. You do not need to create a second account.

6. Check your inbox and Spam or Junk folder. Follow the email link to set your password if instructed. Choose a strong password and keep it safe.

2 Sign in

Return to MY ACCOUNT. Under Login, enter your email address or username and password, then select Log in. If the website returns you to the home page, you may already be signed in: open MY ACCOUNT again to see your account tabs.

If you forget your password

Under Login, select Lost your password? and enter your email address or username. Open the email and follow its link to choose a new password. If your account is still awaiting approval, wait for Ridgway confirmation first.

Creating a customer account does not automatically subscribe you to a marketing newsletter. The account provides portal access and lets you manage product inquiries.

Your My Account tabs

After signing in, you will find the following options. On a smaller screen, they may be stacked vertically.

Tab	What it does
DASHBOARD	Your account home screen. Use it to access other options and links for editing your details.
ORDERS	The WooCommerce purchase order history. Requests sent through Quote Cart do not appear here; find them under MY QUOTES.
ACCOUNT DETAILS	Review and change available account details, including first name, last name, display name, email address and password. Select Save changes when finished.
QUOTE CART	Your selected products and quantities before submission. Review, change or remove products here, then send one combined inquiry.
MY QUOTES	Quote requests submitted while you were signed in, including the request number, date, products, quantities and message.
LOG OUT	Signs you out of your account. Use it when finished, especially on a shared computer.

Your details in inquiry forms

Saved account details are filled in automatically where available. Before sending an inquiry, check your first name, last name, email, phone and company. You can correct values and complete any empty fields.

Changing a detail in a quote request form does not necessarily update your profile. To change your account email or password, use ACCOUNT DETAILS.

A quote request and a purchase order

A quote request is an inquiry about products, quantities and commercial terms. It does not make a payment or confirm a purchase. Submitted means the website sent the inquiry; it does not mean a quotation was approved or a purchase order was confirmed.

MY QUOTES retains new inquiries recorded through this feature. An earlier inquiry or one sent without signing in may not appear in your history.

Select multiple products

Build your list before sending

3 Add products to your quote

1. Sign in and open PRODUCTS. Choose a category or a product you are interested in.

2. Open the product page. If Quantity is displayed, enter the amount you need. Quantities represent units of the selected product; explain any required package size or presentation in your message.

3. Select Add to Quote. The product is added to your list; an inquiry has not been sent yet. Adding from a listing without a quantity selector adds one unit, which you can adjust later.

4. Continue browsing and repeat for other products. You can include several different products in one request.

5. When ready, select View Quote Cart in the confirmation notice, or open MY ACCOUNT and then QUOTE CART.

4 Review the complete list

1. Under QUOTE CART, review all selected products and quantities. You do not need to submit a separate form for each product.

2. Change quantities directly in the list. To remove a product, set its quantity to 0.

3. Select Update Quote Cart to save any changes before submitting. To add another product, return to PRODUCTS and then revisit QUOTE CART.

Adding a product that is already in your list increases its quantity. Check the total before sending. The list supports up to 50 different products and quantities from 1 to 999 per product.

Example of a combined request

Product	Quantity
Blast Away	2
Ambush	3
Blast Fryer	1

All three example products are sent together in one quote request. This example does not show prices or a confirmed purchase.

Send and review your quote request

5 Send one combined inquiry

1. Below the QUOTE CART list, review Send your quote request. Check the prefilled contact details and complete any missing required fields.

2. Under Your Message, add any information you need to clarify, such as package size, intended use or product questions.

3. Wait for Cloudflare verification to finish. If you changed quantities, first save them using Update Quote Cart.

4. Select Submit once and wait for confirmation. The website sends one inquiry containing all saved products and quantities.

5. After a successful submission, the website opens MY QUOTES and clears the submitted QUOTE CART list. Check that a new request appears with the correct products and quantities.

6 Review your history

Open MY ACCOUNT and select MY QUOTES whenever you want to review an inquiry. Identify it by request number and date, then check the products, quantities and message. If Previous or Next appears, use it to browse additional history pages.

History is not a chat or shipment tracking tool. For clarification or follow-up, contact Ridgway and provide your request number. Do not submit the same inquiry again just to check its status.

If you need help

- Approval pending or no email: check Spam or Junk and confirm you used the correct email address. Contact Ridgway if you need assistance.
- Red field messages: correct the indicated information and submit again. The quote form currently requires a 10-digit phone number; ask for assistance if you need another format.
- Cart changed or session expired message: copy your message, reload QUOTE CART, confirm you are still signed in and review quantities before retrying.
- Cloudflare is still verifying: wait for verification to finish. Do not press Submit repeatedly.

Help: contact@ridgwayindustries.com • https://ridgwayindustries.com/contact/

Customer portal guide • November 5, 2026 edition. Screens may vary slightly by device.