



Introducing EXPRESS PICKUP SERVICE

Carolina Made is happy to introduce our new **Express Pickup Service!** Due to the Pandemic we are all experiencing currently, we had to make a few changes to the order pickup process. It has been challenging but has worked out well. Many customers have enjoyed going to one spot to handle the entire process, so we're now going to offer it as an alternative to our normal "office first, warehouse second" process. **This service will only be available for orders that have been paid for by credit card or have been approved for NET terms. All cash and company check orders must be handled in the front office first.**

Here are the steps to take advantage of this service:

- 1) As usual, please allow 2-3 hours for us to process your order once it has been placed.
- 2) Before leaving to come pick up your order, please call **704-821-1650** and tell the customer service representative you would like to use Express Pickup. The CSR will then tell you if all orders are packed and ready. If they are not, we'll give you an approximate time to call back. Please allow at least 15 minutes between call and arrival so the warehouse can prepare your order for pickup.
- 3) Proceed to dock #1 and pickup your order.

***Any orders requiring last minute changes or changes to the original method of payment, must be handled in the front lobby first. We will be limiting the number of customers allowed in the lobby at one time and have made markings on the floor for social distancing purposes.**

For questions regarding this new pickup process, please call 704-821-6425 or 800-222-1409 and speak with a customer service representative.