



## *EXPRESS PICKUP SERVICE*

**704-821-1650**

**This service is only available for orders that have been paid for by credit card or have been approved for NET/ACH terms. All cash and company check orders must be handled in the front office first.**

In order to make this process as smooth as possible, please follow these three very EASY (but very important) steps:

- 1) Place your order by phone or via our website and allow 3 hours for us to process your order once it has been placed. Orders placed after 2pm will be ready to pick up at 11am the next business day.
- 2) **Before leaving to come pick up your order, you must 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. **Once your order has been confirmed that it's ready for pickup, please allow 15 minutes prior to arrival so the warehouse can have your order ready 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.**

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