

## PICK UP ORDERS

\*When placing an order for pick-up, it's always best to give your order as early as possible. You can place an order up to 9 months in advance.

\*All pick-ups are picked the night before. Therefore, if an order is cancelled or changed once picked, there will be a restock fee of 35%. We ask for a 24-hour notice for pick-up orders.

\*Our customers are welcome to pick up their orders from March through December 7am-3:30pm Monday-Friday. During peak months of April, May, June, November and December we are open for Saturday pick-ups from 7am-11am for our customer's convenience.

\*There are NO PICK-UPS done between 11:30am-12:30pm Daily. Please notify your staff when sending them in for a Pick Up.

\*Pick Up area can be found on the South end of our property. Follow the signs until you see "Pick-Ups". (In late fall, the pick-up area becomes Christmas Greens. There are signs to direct you to temp pick up)

\*It always helps to notify your Account Executive you are on your way so we can have your paperwork ready. You do not have to call ahead as long as we have the correct date.

\*COD accounts must send payment with any staff pick up orders.

\*Simply call when you are outside or come to our Offices (located in warehouse, follow signs). Our staff will get you invoiced, help load and have you on your way with material right away!

### Pick-Up Procedure

- 1) Place Order
- 2) Check over your acknowledgement when it arrives to be sure order is correct
- 3) Make any and all changes needed by 48 hours prior to Pick Up
- 4) Payment is taken upon Pick-Up for any C.O.D accounts

**\*We can and do sell out material so the earlier you book your orders, the better\***