

How to order using our Will Call option

Picking up your order from the warehouse is fast, easy and can save you lots of money on shipping costs.

1. Select the items you want from the site and add them to your shopping cart.
2. When you are done shopping, click the “view cart” or “checkout” at the top right section of the page.
3. Review the items you currently have in your cart and make sure the items and quantity are correct.
4. If you have a coupon, enter it in the “Discount Code” box and click on “Update”; otherwise, proceed to the next step.
5. Some items on our site are NOT available for pickup. When you get to the next checkout screen a “drop-down” menu will appear. This “drop-down” menu contains all the cities that have warehouses which carry the product(s) you are looking for.
6. If the “drop-down” menu does not appear during checkout, then the items you selected are not carried in all warehouses.
7. Aside from going through the checkout process, you can always call us to find out more details about the product you are looking for, including availability.
8. If the products you select allow for a warehouse pickup, please select the warehouse and fill in all the applicable information, including the name of the person or company picking the order up.
9. Once all information is completed, click the “checkout” box.
10. **VERY IMPORTANT!** Please wait 24 hours before going to pick-up your order. SupplyHero will contact you via e-mail to let you know that the item and quantity are available at the chosen warehouse. If you like, please call the Customer Service center at the number listed below to check availability before ordering.

If you experience any problems whatsoever please let us know at 1-877-894-4884 (toll-free) and we'll do our best to take care of the matter.

SupplyHero Customer Service
Customerservice@SupplyHero.com
www.SupplyHero.com