

# ORDER PROCESS

## PLEASE USE THE FOLLOWING ORDER FORMS:

- The Order Form Provided
- You may attach the ProKitchen or 20/20 list along with the order form on page 418. This will insure all the necessary information is available in order to process your order in a timely manner.

## HOW THE PROCESS WORKS:

- Once an order is received, our customer service department will send you an order confirmation via email within 24 hours or less.
- Please review your confirmation, sign it and e-mail it back to our customer service department. **Your order will NOT be processed until it is confirmed and received by our customer service department.**
- Once an order has been approved there will be a 24-hour period during which changes can be made. After that, processing fees will be applied for any changes after. Please review your confirmation, sign it, and e-mail it back to our customer service department. Your order will NOT be processed until it is confirmed and received by our customer service department. **Orders not approved after 72 hours will be closed.**
- Once we have received final approval of your order it will be shipped within 3 – 4 business days for knocked down orders and 7 – 10 business days for assembled orders
- When your order leaves the warehouse you will receive a shipping confirmation

## NOTES:

- Orders are shipped palletized. Be sure to have the proper equipment and staffing for receiving
- Our shipping program is outlined in the following pages

If you have any questions or need help placing an order, please contact our Customer Service.



