



ORDER PICKUP POLICY

This document provides the directions and policy for customers wanting to pick-up their orders instead of having them shipped.

Pickup hours are Monday through Friday, 8:00 a.m. to 3:00 p.m. Orders will be staged near our shipping docks on the west side of the warehouse. Our Shipping Department can be reached at 1-800-729-7662, ext. 7177 or 7359 for scheduling.

1. When placing an order to be picked up, choose Best Way in the shipping options column and write in the notes "Customer will pick-up order".
2. Once the order is ready to be picked-up, Roman will contact the customer at the number listed on their account. Orders must be picked up within three business days.
3. If, after the third business day, the customer has not picked up their order, Roman reserves the right to ship the order. The customer will be responsible for shipping charges.
4. Once an order has been picked, changes to the order cannot be made.
5. Orders must be picked up in their entirety.