

# Special Orders Q & A

Who can place special orders?

Anyone, Members or Non-Members

Can I order items you don't carry in the store?

Yes, we are always willing to check if our suppliers carry a product you are interested in. You must order the minimum amount to place a special order. Managers can call you with the price, availability, and minimum purchase.

Do I get a discount?

Members receive a 10% discount on case quantity purchases. Working members save an additional 9% on case quantity purchases.

How long will it take for my order to arrive?

We receive orders from our main supplier twice a week on Tuesdays and Fridays. Orders from other companies take 1-3 weeks.

What time must I order by to get my product on Tuesday? On Friday?

From our main supplier, order before 8:30 a.m. Monday morning for a Tuesday delivery, or order before 9:30 on Thursday morning for a Friday delivery.

What if the item I ordered is out of stock?

Great deals on sale products are sometimes out of stock at some point during the month. We will continue to order your product until it becomes available. If the item does not come in before the sale ends we cannot honor the sale price after the sale is over. It is best to order sale items early in the month to ensure delivery.

How long will you keep my order?

Orders will be kept for one month. Customers will be called and have the opportunity to purchase their special order before the item is restocked.

Can I special order a sale item 1-2 days before the sale ends and still get the discounted price?

No, you must place your order and receive the product before the sale is over. If your order is placed after our last sale order date of that month you will not be able to get the sale price.