



BLUE VALLEY CABINETS, INC.

## Warehouse Pick Up Policy

For your safety and our operational efficiency, our warehouse distribution center is closed to walk-in visitors and customers. Sales orders can be picked up at **365 Spectrum Dr Suite 110, Knightdale, NC 27545.**

You can make an appointment by contacting your sales representative or call our office at (919) 897-5666 if you would prefer so your order is ready at the loading dock when you arrive. When you arrive, please check in at the front desk located in our showroom. Please provide the company name and sales order number, or PO number, at the front desk. Once the sales order is confirmed, you will receive your copy of the packing slip and a dock assignment.

Our warehouse team will pull your items and meet you at the designated loading dock to help load out your order. **Please check your order to make sure it is complete, especially before signing the warehouse team's copy of the packing slip.** All missing and visibly damaged items must be clearly marked on the warehouse team's packing slip to be reviewed by your sales representative. Once the customer signs off that all cabinets are received, Blue Valley Cabinets will not be responsible for any missing items.

Blue Valley Cabinets also offers **Same Day Pickup** service for all members, which will need to be requested while the order is being processed. Same day orders pick up require a minimum of 1- 4 hours between the time of placing the order. Pickup orders are expected to be picked up on the date selected and specified on the sales order. Your sales representative will call or email to confirm your order is ready to be picked up, or to remind you that your order is ready in our warehouse. Our pickup hours are between 8:30 a.m. – 4:30 pm on Monday-Friday and 9:30 a.m. – 1:30p.m. on Saturday. You may schedule a pickup date **up to three days in advance** when placing your order. **Please do not go to the warehouse until you have received confirmation from a Blue Valley Cabinets representative that your order is ready.** Blue Valley Cabinets reserves the right to charge a storage fee for orders not picked up on time or cancelled after the order has been prepared.

**\*\*All orders that are not picked up within 1 week of pickup date will be subject to a storage fee of \$100 per week.**