

Customer Ordering and Delivery Checklist

When you're ready to place your order, below are some key steps to ensure your order and subsequent delivery goes as smoothly as possible.

1. When calling in for a quote or to place an order, please ensure you provide the following information:
 - a. What product are you interested in? Size? Color? Finish?
 - b. Amount of product required
 - i. Description for measuring area
 - c. Any accessories you would like to add to your order
 - d. Your billing information – name, address, contact information, etc.
 - e. Your shipping information – if different than your billing address
 - f. The form of payment you will likely use (Visa, MC, Amex, Wire Transfer, BML or PayPal).
 - g. The delivery method required

Note: The majority of correspondence going forward regarding your order and delivery is generally by email. Please check your email regularly to eliminate delays in delivery.

2. When you are ready to proceed with your order, you will need:
 - a. For Credit Card Orders
 - i. Credit card number
 - ii. Expiration date
 - iii. Security code (Last 3 digits on the back of your card – Visa, MC or 4 digits on front of card for Amex)
 - iv. Be prepared to respond to the emailed/faxed quote with a brief sentence such as "Quote Accepted".
Your order cannot be processed until your approval on the quote has been received by your sales rep.

Note: Some banks have limits on the size of online orders that can be placed with a credit card. For larger orders it may be necessary to call your bank with the order details in order for them to release the funds and approve the order.

- b. For Wire Transfer Orders
 - i. Order Number
 - ii. BuildDirect banking information
 - iii. Amount to be wired

Note: If you tell your sales rep that you want to pay by wire, the wire transfer instruction sheet will be sent as an attachment to your quote. It will provide all the information you require. To avoid delays, please remember that your bank may charge you a small fee to perform a wire transfer. Please do not deduct these fees from your payment as they are a separate item.

3. Once your order has been placed, we will arrange for delivery. When your shipment has been picked up by our trucking company, you will receive an email from our logistics department. This email will include:
 - a. Your order number
 - b. The carrier name
 - c. The phone number for your local terminal
 - d. Your shipment's tracking number
 - i. Once you have your shipment's tracking number, you can call the terminal to arrange for a delivery appointment

Note: To avoid extra charges, please be at the delivery location at the set appointment time. If a redelivery is required, you may incur additional shipping charges.

4. When the product has been delivered, the driver will ask you to sign the waybill. Before signing the waybill, please do a quick visual inspection of the delivery. Make a note of any visible damage on the waybill at this time.

For further information on our ordering & delivery process, please feel free to contact a BuildDirect customer service representative at 1 877 631-2845.