Ordering Instructions

Orders may be placed by phone, email or fax. For next day delivery, orders must be in by 4 PM. Email orders are recommended. Feel free to order in advance.

(Please order ahead for large quantities, 48 hours required)

When placing an order, please include the following:

1) Customer name and customer number (located on top right of invoice)
2) Item, size, and quantity needed;
3) Special instructions, for example, # of cuts
   (cuts smaller than 2”x 2” are subject to additional charge)
4) Date needed
5) Contact name
6) Contact phone number

Late emergency orders are sometimes possible, but an extra rush fee of at least ($35.00) may be assessed. **NO Cancellations after 12 PM.**

We also offer:

1) Standing Orders - have your weekly items pre-ordered (contact us to adjust #s)
2) Spreadsheets - created with your preferred items for your email convenience

Our order desks are open:

- Monday – Friday       9:00am – 4:00pm
- Weekends              12:00pm – 3:00pm
- Holidays              10:00am – 2:00pm

For emergencies during closed hours:

- From 6 AM until 9 AM, you can call Sean in sales at 415.572.5551
- If you are unable to reach the person (above), you can call Doreen at 415.722.5315.

All other hours – you can email in your order or leave it on our voicemail. Confirmation is required. Please leave your contact information so we can contact you.