



Temporary Will Call Policy / Procedure Update

We have closed our showrooms in Detroit, Toledo & Grand Rapids temporarily and WILL CALL area to the general public so that we can properly allocate our inventory to our existing customers like yourself. Therefore and until further notice, all will call orders must be placed via:

- phone to Customer Service (313-230-0770) or
- via email to orders@alliedeagle.com
- via phone or email to your Account Manger

We are limiting WILL CALL pick up to be from 11 am to 1 pm and only for orders placed in the manner above.

SAME DAY PICK UP MAY NOT BE POSSIBLE

Walk in ordering is NOT POSSIBLE at this time. No exceptions.

Once the orders are placed, the following will be the protocol for processing and picking up the order:

- 1) Orders will be reviewed and a determination may be needed to decide if what was ordered and the quantities can be picked up by the customer. Some quantity adjustments maybe needed.
- 2) Each Customer MUST provide an email address. Customer Service will send an email confirmation with what will be available for pick up and the date it will be available for WILL CALL Pickup.
- 3) Customers should plan on being at the WILL CALL area timely so that we can operate as efficiently as possible.
- 4) Customer must have a copy of the email confirmation with them when picking up the WILL CALL order.
- 5) Customers must be on time. The 11 am to 1 pm window is not flexible.
- 6) Orders that have not been picked up by 1:00 pm on their scheduled day, will be cancelled and a new order will need to be placed if still needed and a new day will be assigned for pick up.