



BEST PRACTICES: FROM PLACING YOUR ORDER TO DELIVERY

1) CHOOSE TO PREBOOK YOUR ORDER ONLINE

There are three great reasons to prebook:

-Prebooking saves you time and stress in season

-Qualifying prebook orders receive discounts - call your rep and ask if your order is eligible today! Login to find prebook deadline dates on www.clesen.com by navigating to the Help Center tab and clicking on [Key Dates](#).

-Prebook orders receive priority in the event of any product shortages. Book your must-have items right away!

2) ORDER ONLINE @ CLESEN.COM

Ordering online is the fastest way to book your items. Simply log in to your account to view product guides, download live availability, and book your order.



You can find step-by-step instructions on ordering online in our video walkthroughs. [Log in to your user account](#), navigate to the [Help Center](#) tab and click the [Online Ordering](#) video.

We're always here to help. Need to make changes to your order? Have product questions? Deciding when to ship? Your rep is an expert on our processes, policies and products. They're still your best resource, and happy to answer all your questions. Give us a call at [847-869-2257](tel:847-869-2257), and our friendly customer service staff will route you to your rep!

3) FINALIZE YOUR ORDER

-Touch base with your rep a week before your shipment is due to leave our warehouse to add/change items, or alter your shipment details. Once your order has been picked and packed, it can't be changed, so you'll want to go over it well ahead of time!

-Review your account details to make sure your contact phone number, and credit card information is up to date.

4) RECIEVE YOUR SHIPMENT

Your items are being sent via LTL carrier. You will receive a tracking link once your order has been loaded into the carrier's system. *This can take up to 24 hours.*

DO: Schedule time to be on site. LTL shipments must be received by someone at the yard, and redelivery may incur an additional cost.



DO: Check with your rep to make sure you have the right unloading equipment for your delivery, and schedule an extra set of hands for delivery day. Your rep can add lift gate service if needed for an additional fee, and will confirm what type of service is best for you.

DON'T: Forget to check your order over as soon as it arrives. We require notice within 24 hours of delivery to issue credit for damaged items.