

## Will Call Process Overview

NWGF provides the option for Will Call pick-up for customers who would like to collect their orders at our facility. We want to ensure that the Will Call process is as seamless as possible for our customers and have outlined what you can expect when picking up an order from our facility.

## Picking Up Your Order

NWGF will notify customers when orders are ready for pick-up via email the morning that the item has been completed and is ready.

**Our Will Call service is open Monday through Friday, 8:00 AM to 4:30 PM.**

### Upon arrival to NWGF customers will:

- Enter utilizing the door noted for Customer Entrance/Will Call at our facility.
- Once inside the building, please ring the service bell located on the desk and our Customer Support Team will be prompt to arrive for assistance.
- Our Customer Support Team will assist with any questions and facilitate all paperwork needed for pick-up of the order.
- Our Customer Support Team will open access to the Customer Loading Zone area of our facility and will also assist in hand-off to our Production Team for order collection.
- Our Production Team will locate the order and product and will then load all items into the customer's vehicle.
  - Please note that NWGF is not responsible to secure glass in any fashion into the vehicle. Customers will be responsible to strap and/or fasten glass for transportation.
- Our Production Team will assist with processing all paperwork including signing for your order as received once items have been loaded into the vehicle.

## Will Call Safety Requirements

Customer safety is of the highest priority to all our teams at NWGF. While in our facility to collect orders NWGF will ask that all customers abide by our safety rules and requirements.

### Safety requirements while in our facility include:

- Please remain only in the customer waiting area of our Will Call service desk while interacting with our Customer Support Team.
- Please abide by all signage throughout our facility that state which areas are for **Employees Only** and do not enter into those areas.
- Please remain only in the designated **Customer Loading Zone** while inside our production facility which will be indicated by floor markings.

- Our Will Call loading and storage area beyond our indicated **Customer Loading Zone** is **strictly for Employees Only**.
- NWGF Production Team is to load all items into vehicles that are in the Will Call loading area and glass is not to be handled by customers during the pick-up process. Customer is able to handle glass items once they are loaded into the transportation vehicle.

## Will Call FAQ's

- **How long do I have to collect my order?**
  - Our Customer Support Team will notify weekly of any open orders in our Will Call area that are still open for pickup. Our policy allows for 30 days to collect your order before NWGF will bill you in full for the order. We will hold the product for an additional 15 days after billing and if not collected by day 45 item will be disposed of.
- **Can I change my delivery method to shipment if I no longer want to Will Call?**
  - Unfortunately, once a delivery method has been determined at time of order placement, delivery method is unable to be changed and item will need to be collected at Will Call within the defined parameters for pick-up.
- **Can I come in to place an order?**
  - Our Customer Support Team can assist with when you arrive at Will Call. We have order forms for items that require fabrication that can be filled out at Will Call. Our Customer Support Team can also assist with same day requests for stock parts depending on the item availability.
- **Is there a cut-off time for same day orders of stock part items that I might want to pick-up?**
  - All metal stock and shower door hardware parts can only be collected between 8:00 AM and 2:00 PM when you are looking to place a same-day order.
- **Can I take a partial shipment of my order?**
  - NWGF requires that all orders at Will Call be collected in full at time of pick up and will not be able to facilitate a partial pick up. If you need information on total square footage or weight of the order to ensure that you will have the correct vehicle to accommodate a full pick-up of the order, our Customer Support Team will be happy to provide this information.
- **Can I sort my vehicle in the loading bay after pickup?**
  - NWGF asks that once your vehicle is loaded with your items for pickup that you would pull out of the loading bay and sort or re-arrange any items in the our parking area designated for customers. As we service many customers throughout the day, and often back to back, we want to ensure that we are able to assist the next customer in line as quickly as possible.