



GLAZING SUPPLIES
SHOWER DOOR HARDWARE

ARCHITECTURAL HARDWARE
RAILING HARDWARE

TRANSACTION HARDWARE
METAL EXTRUSIONS

4361 Firestone Blvd. South Gate, CA 90208 | Toll Free: (888) 295-4531 | Fax: (323) 336-8307 | fhc-usa.com

FHC WILL CALL POLICY

FHC is applying the following Will Call Policy for pick-up orders:

Customers who place a Will Call order will receive a pickup notification by fax and or email when their order is ready for pickup.

When picking up your order please provide your customer ID number, along with phone number or order number, and present a valid ID, to a team member at Will Call Guest Services.

Your bank card payment will be processed when order is picked up. If using a bank card on file you will not need to show your method of payment at Will Call Guest Services. We may put an authorization hold on your bank card when you place your order, which should be removed by your card issuing bank once your card has been charged. Please note that FHC does not control how long authorized holds stay on your account. You will need to contact your card-issuing bank if you have further questions.

We'll hold your order for (5) days after your order becomes ready for pickup. If your order is not picked up after (5) days, we'll cancel your order and restock items. Customers with cancelled and restocked orders may be responsible for a (15%) restocking fee. Once an order is cancelled, you'll receive a refund to the original payment tender for any canceled item. Refund is initiated immediately on the part of FHC, the completion timeline is subject to your card-issuing bank's policy. **There are NO cancellations accepted for custom manufactured or special-order materials.**

You can extend your pickup window by calling FHC Customer Service at (888) 295-4531. You must do this before the end of your initial pickup window.

To avoid cancellation and restocking fees customers can have their order shipped in the most cost-effective way by calling FHC Customer Service at (888) 295-4531. You must do this before the end of your initial pickup window.

This Policy is in Effective as of 10/1/2019 and is subject to change.