



## ARMOR STOCK & READY™ Frequently Asked Questions

### What is ARMOR Stock & Ready™?

As consumers in and out of the workplace, the team at Armor Protective Packaging® recognized that our own personal purchasing behaviors have evolved. In a world where online ordering is the standard, we as consumers have come to expect simple ordering, quick turnaround, and fast shipping. As a company, ARMOR made a commitment to provide its customers that same purchase experience when placing an order with us. The result is the launch of ARMOR Stock & Ready.

Designed to enhance our customers' purchase experience, Stock & Ready offers a full catalog of ARMOR VCI rust preventative packaging materials and products that are in stock and easy-to-order; economically priced; processed and shipped quickly.

Each order is backed by the **ARMOR Stock & Ready Promise:**

- All items on the Stock & Ready product list are in-stock and ready-to-ship with no order minimums.
- Stock & Ready orders placed by 1 p.m. EST will ship by next business day.

### How does Stock & Ready benefit me as an ARMOR customer?

At ARMOR, one of our company's four core values is: delight the customer. We take the job of delighting our customers very seriously, and with Stock & Ready that "delight" can be defined as:

- In-stock, immediately available products
- Value pricing
- Quick order turnaround
- No minimum purchase; order only what you need
- Increased warehouse storage space; no need to order/store large inventory
- Save money—free up money previously spent on required orders of large inventory

### What are the Stock & Ready Shipping Standards?

Orders for ARMOR stock items received **by** 1pm EST will ship next business day

Orders for ARMOR stock items received **after** 1pm EST will ship 2<sup>nd</sup> business day

If customer chooses the freight company, carrier availability may dictate exact ship date.

\*\*Excludes holidays and weekends



### **How long will it take to receive my order?**

Stock & Ready orders will ship in one to two business days, depending on the time of day they are placed as outlined in our shipping standards. The number of days an order may spend in transit is dependent upon the delivery location/zip code.

### **Is there a required minimum order amount?**

There is no minimum dollar requirement for an order! ARMOR will ship as little as 1 case of product.

### **How much of one stock item can I order and still qualify for Stock & Ready's fast one- to two-day shipping?**

Due to changes in demand, a full-pallet quantity per product (unless specified on stock list) is the typical maximum order when ordering through Stock & Ready. Capping order size ensures that orders will fast-track from processing to fulfillment to shipping in one to two business days as outlined in the Stock & Ready shipping standards. (Example: For an order of 50 rolls of ARMOR POLY® 55x45x80 bags (25 rolls/pallet) one pallet or 25 rolls would be eligible to ship within the Stock & Ready program) Higher quantities may require additional lead time.

### **The stock item I want to purchase has a maximum order of one pallet. Can I order more?**

Absolutely. We can ship one pallet right away as part of our Stock & Ready promise and process the balance of the order using custom lead times. This ensures that our inventory of stock products is available to all of our customers when they need it.

### **Can I get better pricing if I order more than the maximum offered as part of Stock & Ready?**

Yes. We offer many price breaks beyond the last bracket. However, any order that exceeds the maximum quantity available for order through Stock & Ready will be processed with lead times similar to custom orders. You can opt to have one pallet of your items shipped immediately or to hold shipment until the entire order is complete.

### **What happens if I order a stock item and it is out-of-stock?**

Key to our Stock & Ready Promise is that we will have the products you want, when you want them. It is our goal to achieve and maintain a 99.9 percent stock rate on all stock items. On the rare occurrence that ARMOR is unable to fill your order, we will do whatever we can to make it right.

### **What if my order contains both custom and stock items?**

Custom orders require additional lead time. If a combined order of custom and stock items is placed, the custom items will dictate overall shipment lead-time. You can wait until the custom portion is produced to ship at one time or if you prefer, the order can be split – with stock items shipped first\*\* and custom items shipped separately, once they are available.



\*\*Stock items ordered must meet Stock & Ready Shipping Standards to qualify. Additional shipping charges will apply once custom portion of order is sent.

**Do you offer extra discounts if I order multiple items on the Stock & Ready list?**

While the product or item pricing cannot be discounted, combining multiple line items in one order will certainly offer cost savings on shipping.

**What if I need my order shipment expedited?**

Expedited and/or same-day shipments are defined as those outside of the Stock & Ready Shipping Standards. If rush shipment falls outside of the shipping standards cut-off times, a \$25 fee may apply. For same-day shipments, order must be received by 3pm EST and meet requirements of UPS or FedEx transit. ARMOR will make every effort to accommodate requests. Expedited shipping charges apply.

**What if I (or my customer) requires special labeling on the product?**

ARMOR knows that special labels are often required and we will do our best to comply. However, special product labeling delays order processing time. Therefore, products requiring special labels are exempt from the Stock & Ready shipping standards.

**I want to be sure that your product(s) will work with my application -- can I get product samples before I order?**

We want to make this easy -- ARMOR is happy to provide a *Free Sample* of the items(s) you are considering. Samples are sent via standard U.S. Postal Service. If you prefer a quicker delivery or tracking service, please provide a UPS or FedEx account number and we will send your sample(s) ASAP.

**How do I change or cancel my order?**

To request a change or cancellation of your Stock & Ready order, contact our Customer Service Team at 1-800-365-1117 immediately. Some stock items ship immediately after order is received, in these instances order cannot be adjusted.

**Can I have orders drop-shipped?**

Yes, ARMOR is able to drop ship orders to your specified delivery location. We are not able to offer blind shipping at this time.