

# NICOR Will Call Policy

It is our goal to provide our customers with excellent service. As an added value to local customers, to save on shipping expenses and receive products faster, we offer the option of picking up your order at our Albuquerque Distribution Center, located at 2200 Midtown Place NE, Albuquerque, NM 87107.

When placing orders, please indicate the shipping method as "Will Call" and note the desired pick-up date and time on the order.

Will Call hours are 8:30 AM to 4:30 PM, Monday through Friday, unless otherwise arranged and confirmed. Holiday hours may differ.

As a general guideline, for same day pick up, NICOR requires 2 hours to process your purchase order for Will Call pick-up. Same day ordering cut-off is 2:30 PM, for pick up no later than 4:30 PM.

Orders received after 2:30 PM will be available for Will Call pick-up at 8:30 AM the following morning.

Normal manufacturing and processing lead times apply to all orders for all non-stock items or items not in inventory.

Changes to orders, once placed, are possible but may cause delays in order processing.

Customers must review and sign for all product quantities at time of pick up. Once signed for, NICOR will not be responsible for discrepancies.