

CURBSIDE PICK UP

We have designed our Curbside pick up process to be contactless, so you do not have to leave your vehicle until your items are brought to you.



INSTRUCTIONS

For a safe and efficient service, please follow these instructions:

You will receive a confirmation via email when your order is ready to be picked up.

Step 1

Drive to the Curbside Pick Up customer parking spaces. Each space is marked with a number. This will be your parking space number.

Step 2

As soon as you park at the curbside, click on **"Send Arrival Email"** and provide the requested information:

- 1) Phone Number
- 2) Customer Name or Customer ID Number
- 3) Parking Space Number
- 4) Invoice number(s) of order(s) that will be picked up.

** If you are unable to access the link, you may text the requested information to:*

Toronto: 289-910-0318
Calgary: 587-430-2823
Vancouver: 778-897-2579

Incomplete or missing information will delay the service.

Step 3

Please wait patiently in your vehicle.

Step 4

An S&S Canada team member will bring your order to your vehicle. Open the trunk of your vehicle and we will be glad to load the order for you! If you do not want our team to load your order, we will place the order next to your vehicle so you may do it by yourself.

Step 5

Along with your order, you will receive your invoice and other paperwork. An email will be sent to you as confirmation that the transaction has been completed.



UNEXPECTED WEATHER CONDITIONS

In case of inclement weather, you may be asked to back your vehicle up the pick up ramp, closer to the entrance. Please remember that you must stay in your vehicle at all times.



PAYMENTS

Forms of payment: 1. Credit Card 2. Net terms



RETURNS

Curbside does not process returns. If you have an issue or concern with an order you've received, contact our Customer Service Department at 1-800-711-1600.



PRODUCT CHANGES

No product changes are allowed when you pick up your order. Contact customer service if you have any questions.

Pick Up Hours

Toronto 9am-5pm
Calgary 9am-5pm
Vancouver 9am-5pm



When will your order be ready?

- There is a 3-hour turnaround time for orders placed before 2 pm.
- Orders placed after the cut-off time (2 pm) will be ready after 11 am the next business day.
- All pick up orders will be held for a maximum of two weeks.

Safety Precautions

Throughout the COVID-19 pandemic, keeping customers and S&S Canada associates safe and healthy is our top priority. S&S Canada wants to reassure you about the safety precautions that are in place in its facilities, which are not limited to the pick up associates but extend to all S&S Canada associates and customers.

Following recommendations from local governments and health authorities, we have implemented enhanced health and safety measures for Curbside pick up:

- A contactless interaction between associates and customers
- Enhanced physical distancing protocols across all operations
- Personal protective equipment (PPE) for the S&S Canada team
- Rigorous sanitization and cleaning of units and surfaces

**PLEASE WEAR A MASK
DURING CURBSIDE
PICK UP OPERATIONS**

