



## Valor Holemaking Extended Day Order Service FAQ

We are pleased to offer **extended hours for U.S. domestic and Canadian\* UPS overnight orders.**

Please contact your local Valor Holemaking authorized distributor to place your order.

**Q: What is the Extended-Day program?**

**A:** This is a service for orders shipping within the U.S., Mexico and Canada that require overnight shipping.

**Q: What hours can I call in an Extended-Day order?**

**A:** 5:00 p.m. EST to 7:00 p.m. EST

**Q: What is your guaranteed time for processing orders for the Extended-Day UPS Next Day Air service?**

**A:** 6:00 p.m. EST is our same day guarantee ship time for in stock NDA orders. However, our customer service team is here to accept verbal orders until 7:00 p.m. EST.

**Q: Why can't I place an order for non-overnight shipments?**

**A:** The expedited order service is for overnight orders only. We have an agreement with our national carrier for a late pickup for overnight shipments only.

### Valor Holemaking Authorized Distributor Q&A

**Q: What is the telephone number for the Extended-Day service?**

**A:** Distributors may call the Valor main telephone number at 866-840-1505.

**Q: Can I email overnight orders after 5:00 p.m. EST?**

**A:** Orders sent via email will not be viewed or entered until the next business day. Please call 866-840-1505 to place your UPS Next Day Air orders.

**Q: Can I check on an order that I placed earlier in the day, or get general customer service assistance?**

**A:** Our customer service team is always here to assist you but please note the Extended-Day service is for placing orders only. Our goal is to free the line for the next urgent order. We appreciate your understanding.