

**Henry-Lee/600 West Shipping:**

Henry-Lee operates a state of the art distribution facility out of the Los Angeles area, which allows us to distribute our product to 95% of the country within four days, while being in close proximity to our manufacturing locations (for fastest turn around time).

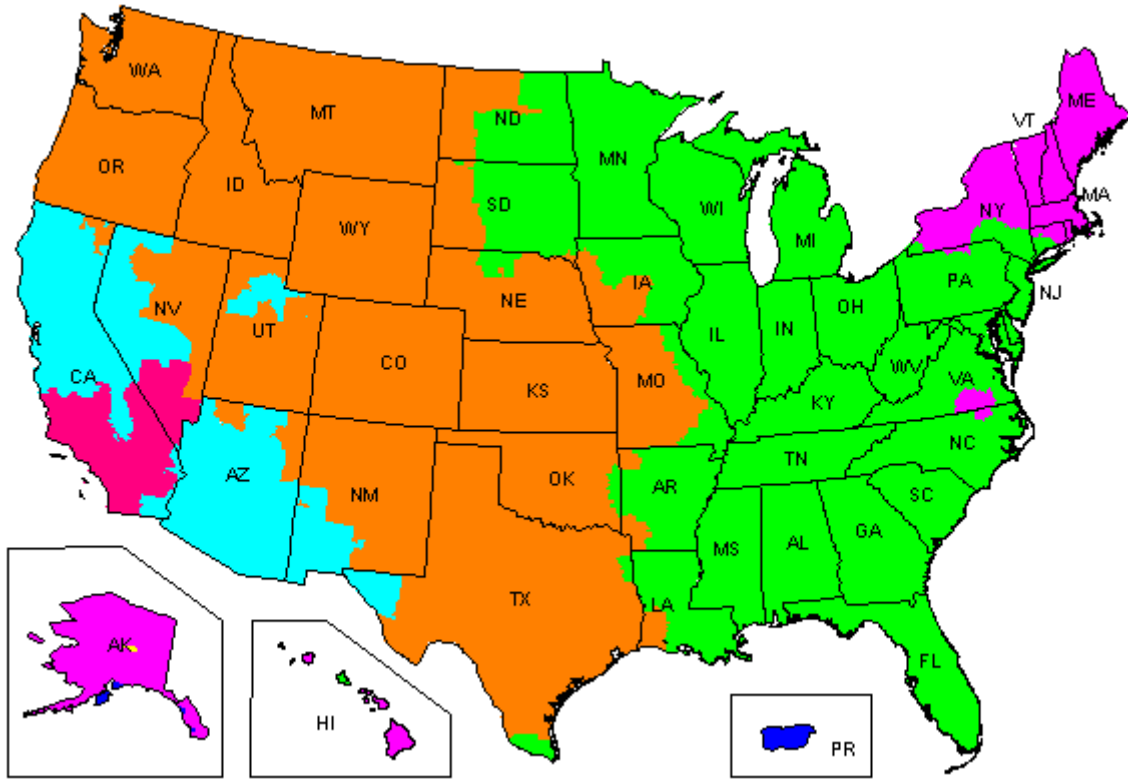
This has enabled us to offer an industry leading benchmark of 98% on-time-delivery and an order fulfillment accuracy rate that rivals the most sophisticated companies in the market place. Our investment in the latest IT technologies and the dedication of the personnel involved ensures that we will continue to achieve this goal, now matter how demanding the season.

We understand the importance of like minded partners, hence, we have partnered with the marker leader and premier package carrier, FedEx, to handle the “FOB Warehouse” deliveries to your door. As an extension of us, we are confident that FedEx will execute the delivery of your orders on time; in a safe manner and at a reasonable cost.

**Shipping Method:**

FedEx Ground is our default shipping option. Shipping costs are based on the total weight of your order, your store location and the method of shipping you select (if other than Ground). Please refer to the shipping chart shown below for estimated delivery times to your location.

**Note:** You do have the option to choose discounted FedEx Express shipping options, with a higher (vs. Ground) shipping rate to be applied. Please contact customer service for further information.



Henry-Lee’s Los Angeles based warehouse, Ground days in transit (business days after pick up)

- 1 Day
- 2 Days
- 3 Days
- 4 Days
- 5 Days
- 6 Days
- 7+ Days

**When will my order be shipped?**

Orders are shipped from our LA based warehouse prior to the cancel date of the group involved. To see if your order has been shipped, contact customer service to obtain a FedEx tracking number or provide your email for a shipment notification.

Re-Orders placed during regular business hours (Monday through Friday, 8:30am to 4:30pm CST) are typically processed and shipped within one business day and may be shipped from Chicago or Los Angeles.

**What is the status of my order? How do I track my order?**

Once you have placed an order, you can check on its status at any time by calling our customer service department at 800-659-1575. If you provide a customer email address, once your order has been shipped, you will receive a shipment confirmation email that will contain your FedEx tracking details.

**Shipping Problems:**

Concerning any delivery delays after pick up at our warehouse, please contact FedEx at 800-Go-FedEx to confirm delivery status. Before you sign for the shipment, please ensure that there is no visible damage to the cartons involved and that you have received the expected number of boxes (e.g. label notes 1 of 4).