

# Frequently Asked Questions (FAQ)

## + HOW LONG WILL IT TAKE TO GET MY MERCHANDISE?

The shipping of oversized merchandise is far more complex than small parcels. As a general rule, it can take up to two weeks to arrive at your local delivery warehouse. The date of your scheduled delivery also depends on the distance from the warehouse to your location. Due to the COVID-19 Pandemic, current shipping times are approximately 2 to 4 weeks. Please note that it is the responsibility of your place of purchase to inform and update you on the status and progress of your purchase. Your place of purchase should inform you of the estimated delivery dates. When FragilePAK receives your merchandise from the place of purchase, we will contact you. Refer to the *What To Expect* in your delivery tab for specifics.

## + ACCORDING TO THE TRACKING PAGE, YOU'VE HAD MY MERCHANDISE FOR WEEKS NOW, WHY ISN'T IT DOING ANYTHING?

On occasion, your place of purchase shows FragilePAK in their tracking page as soon as they send us the order to ship your merchandise. It looks like we have had your merchandise and that it is delayed. When this happens, we have not physically received your merchandise from your place of purchase. We are more than happy to answer your questions in regards to your merchandise but it is the responsibility of your place of purchase to notify you. We advise that you contact them.

## + I TRIED CALLING YOU BUT WAS ON HOLD FOR A LONG TIME, HOW CAN I GET HELP?

We are currently experiencing unusually high call volumes due to the COVID-19 pandemic. Our customer support system is designed to solve your delivery challenges. Please don't hesitate to contact a team member by phone, or email. [Questions@FragilePAK.com](mailto:Questions@FragilePAK.com)

## + WHAT DO THE EMAILS AND TEXT MESSAGES I AM RECEIVING FROM YOU MEAN?

We send automated alerts to update you on the shipping of your merchandise. Our technology system provides real time updates to ensure that you have a positive delivery experience from the time of your order to the time of delivery. We are constantly working to improve our systems and make our communication with you clear and simple. If you have any questions, please feel free to contact us. But, your place of purchase will still be your best option for the most up to date information on your order.

## + MY DELIVERY IS SCHEDULED FOR TOMORROW. HOW WILL I KNOW WHAT TIME IT IS COMING?

We provide a four-hour delivery window the day before your delivery takes place. If you haven't heard anything by 5:00 PM the day before your delivery, please contact us.

## + WILL SOMEONE CALL ME BEFORE THE DELIVERY IS MADE?

Our FragilePAK Certified Professional Home Delivery team will call you 30 minutes before they arrive, or if they are experiencing any delays. If you haven't heard from them or have a problem with your delivery experience, you are welcome to contact us.

*Please have your Pro, or Order Number ready before calling FragilePAK*

*If you email please refer to your Pro or Order Number*

**FragilePAK®**

### HEADQUARTERS

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### CONTACT US

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