



Core Brands Customer Service

Hours of Operation: Monday–Friday 6am to 5pm Pacific Time

Phone: (800) 472-5555; Option 2

Domestic Email: Orders@CoreBrands.com

International Email: OrdersInternational@CoreBrands.com

Returns Email: [Returns@Corebrands.com](mailto>Returns@Corebrands.com)

Fax: (707) 283-5901

Customer Service Manager – Deb Selna	Customer Service Supervisor – Michelle Oliva
Phone: (707) 778-5746	Phone: (707) 778-5726
Email: Deb.Selna@CoreBrands.com	Email: Michelle.Oliva@CoreBrands.com

What we do:

Process Purchase Orders for Domestic and International Accounts.

Research and Resolve all inquiries regarding your order including but not limited to Order Status/Tracking, Inventory Status, Returns, Proof of Delivery, Price Checks.

- Orders may be submitted using your own purchase order form, in an email or we can provide you with an order form.
- When submitting orders via email please be sure to include the required detail to ensure accurate and expedient processing.
- **All Orders should include the following information:**
 - **Bill To / Ship To Address**
 - **P.O. # (any reference # is acceptable)**
 - **Customer / Account #**
 - **Ship Method – Ground / Next Day Air / 2-Day Air**
 - **Item Number, Description, Quantity, Unit Price and Extended Price**
- If information is missing your order will be entered and shipped only after the customer has approved the Sales Order acknowledgement.
- For Security Purposes please do not include Credit Card information with your purchase order. Once an order is received a representative will contact you by phone to obtain credit card information for entry into our secure operating system.

Daily Shipping Cut Off Time

Approved orders will be processed same day and shipped based on product availability.

- **MS and CA Warehouses:** 7pm Eastern Time for all **UPS** Parcel shipments.
- **All LTL - Large Truck Orders:** Allow 2 days to prep, make pick up arrangements and ship.

Warehouse Will Call Orders

- **Orders must be placed, confirmed and approved** prior to arrival at the NDS warehouse for order pick-up.
- Core Brands employees are not located on the warehouse floor for processing orders.
- Please email your Purchase Order to Orders@CoreBrands.com indicating clearly that this is a WILL CALL ORDER. You may contact our Customer Service Team (800) 472-5555 with any questions
- Please allow 45 minutes from the time your order is entered by our Customer Service Team, to the time you arrive at the warehouse. Once an order is entered, it takes time go through all of its stages to be received electronically at the warehouse.
- At this time we are unable to stage orders for pickup. Orders will be filled upon customer arrival and can take between 10 and 45 minutes to pick.

Fontana, CA Warehouse

Core Brands
14650 Meyer Canyon Drive
Fontana, CA 92336
UPS Shipping office (909) 854-2003

- Will Call Hours of Operation: Monday through Friday, 10am to 5pm Pacific Time.
- Core Brands is located at the driver entrance door (man-door# 4).
- When arriving at the facility, stop at the cones to check in with the guard. The guard will instruct you to the driver entrance door.

Olive Branch, MS Warehouse

Core Brands
8735 S. Crossroads Dr. Suite 101
Olive Branch, MS 38654
NDS Shipping office (662) 890 - 3977

- Will Call Hours of Operation: Monday through Friday 8am to 6pm Central Time.
- The Warehouse Shipping Office is located inside Door 002 on the east side of the building.
- Access to the Warehouse Shipping Office can be made through the gated entrance on S. Crossroads Dr.
- S. Crossroads Dr. is located off Polk Lane between Kirk Rd and Stateline Rd.