

Lumbermen's Customer Pick-Up Guidelines (Minnesota)

At Lumbermen's, our goal is to minimize wait times and provide a smooth and efficient pick-up process for all customers. To help us serve you better, please review and follow the guidelines below. Providing adequate notice and following proper procedures ensures your materials are ready when you arrive.

1. Pick-Up Location & Hours

- Address: 7701 100th St. S, Door 1, Cottage Grove, MN 55016
- Pick-Up Hours: Monday – Friday, 8:00 AM – 3:30 PM
- After-Hours Pick-Up: Not available unless prearranged with warehouse management.

2. Advance Notice & Order Preparation

To minimize your wait time, it's essential that we have adequate time to prepare your order. If your order is large or complex, we require at least 2 hours' notice prior to your desired pick-up time. More time may be needed based on the size or nature of the materials.

- Call ahead if your order is large or includes multiple line items.
- If you are picking up multiple Purchase Orders, notify us in advance to allow for proper pre-pull.
- When requesting a pre-pull, provide details about the pick-up vehicle so we can package materials appropriately.
- Once your order has been pre-pulled, changes to the order (items or quantities) are not permitted.
 - If you must make changes to a Purchase Order after it's been placed, contact a Customer Service Representative before arriving.
- We prefer you to pick up the entire order in one trip. However, if not, please notify our customer pickup office, so we can be prepared ahead of time.

3. Pick-Up Process

- Check in at the Customer Pick-Up Window upon arrival.
- Provide your Order Number or PO Number, Customer Name (Lumberyard).
- Customers must remain in the designated pick-up areas: either within the railed zone by the window or inside their vehicle until loading is complete.
- Changes to orders at the time of pick-up (quantity, color, etc.) must be made by an employee of the lumberyard, not by the CPU representative at the window.
 - If a change to the order is needed, it must be approved by the Customer Service Representative in the office

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4. Loading Procedure

- Warehouse staff will load your vehicle using appropriate equipment.
- Customers are responsible for securing their own loads.
- Unsafe or improperly equipped vehicles may be refused for loading.

5. Safety Requirements

- Follow all posted signs and staff instructions.

6. Order Verification & Issues

- Review your order before leaving the premises.
- Report any missing or incorrect items immediately.
- Claims made after departure may not be honored.

7. Contact Information

- Customer Service: (612) 900-2094
- Email: mnorders@lumbermens-inc.com