

**Q: Where is the new Cree West Coast Distribution Center (WCDC) located?**

A: 5501 Santa Ana Street, Ontario, CA

Ontario is a well-established distribution location for the Southern California and Southwest region. It was chosen based on nearby market potential as well as close proximity to the ports of Los Angeles/Long Beach through which much of the inventory flows.

**Q: Hours of Operation**

A: Monday through Friday, 8:00 am – 4:30 pm Pacific Time

**Q: What is the internal code for the West Coast Distribution Center?**

A: LLA

**Q: What customers will be serviced from this location?**

A: This facility is intended to support our customers in the West Coast region.

**Q: What Cree LED lighting products will be stocked?**

A: Products stocked will include a select assortment of both Cree and C-Lite branded high-volume, high-turn SKUs. For a current list, please visit [here](#).

**Q: How fast do items ship from the West Coast Distribution Center?**

A: In our initial phase through the end of November, the DC will ship all in-stock orders the next business day. Compared with similar in-stock items shipping from Racine, WI, the customers would see an approximate 4-day reduction in fulfillment time.

Starting in December 2018, we will offer same-day shipping for qualifying orders received by an established cut-off time.

**Q: Will you offer WILL CALL services for local customers?**

A: Yes, we will offer Will Call. Same operation times as stated above under Hours of Operation.

All in-stock orders placed by 2:30 pm Pacific Time, can be picked up the next business day.

**Q: Will Cree assemble products at this location?**

A: No, this West Coast Distribution Center is designed for finished goods only. No assembly, kitting or rework is planned at this time.

**Q: Payment Terms?**

A: All orders must be pursuant to Cree standard Sales Terms and Conditions located on Cree's website at: <http://lighting.cree.com/resources/sales-terms-and-conditions>

**Q: Does the West Coast Distribution Center take returns?**

A: No, all product returns will follow current policies and go back to Racine, WI facility.