

**ASPEN DISTRIBUTION, INC.**  
**2111 East 36<sup>th</sup> Drive, Aurora, CO 80011**  
**P.O. BOX 39108**  
**DENVER, CO 80239**

**ORDER PROCESSING PROCEDURES**

**TRUCKLOAD / LTL / UPS / FED EX / OTHER SHIPMENTS**

Orders are processed upon receipt. All orders received by 4:00pm will be shipped the next business day. Any order received after 4:01pm will be shipped on day 2.

Orders shipped via Aspen Distribution's fleet deliver the next business day. Orders received after 4:01pm will be delivered the 2nd business day. Please see the "Rush / Expedite Orders" section for orders that require exceptions.

If your orders require a lot of additional handling, such as repack, please help us by submitting your orders as soon as they are available.

**WILL CALLS**

Will Call hours are from 8:00am to 5:00pm. Please plan a 24-hour lead time for will call orders. This will allow our warehouse time to stage the order prior to the arrival of your customer. If your order has a specific window to pick up, it needs to be identified clearly on PO. Please include "Will Call" on your email subject line. It is also a good idea to call Bryan Feauto (785-625-6611) to confirm the order is ready for pick-up before driving in.

**RUSH / EXPEDITE ORDERS**

These are orders arriving after 12:00pm that must ship (and/or deliver) same day or requiring processing in less than two (2) hours. We understand how important it is to respond in such situations. Please contact your customer service representative if you have an order that must go. Rush fees (Expedited Charge) will apply.

**HOURS**

Customer Service is available from 8:00am - 5:00pm Monday through Friday. Our standard warehouse hours of operation are from 7:00am - 10:00pm Monday through Friday.