

# PLANNING FOR DELIVERY



## SELECTING A DELIVERY DATE

Please check your calendar for availability and request a date through your team website. The date is not secured until it has been CONFIRMED by Growing Smiles. Your team website will show the most up-to-date availability, please contact us if there isn't a date that will work for you and we will do our best to make something work. When selecting a date, please keep your overall timeline in mind.

- The team order is due 2-weeks before the delivery date
- Deliveries occur between 8:00 am and 4:00 pm. Some may occur as late as 8:00pm or be delayed to the next day for the farther-out regions
- Customer pick-up should ideally be scheduled for the following day

## ANTICIPATING DELIVERY TIMES

- We are NOT able to pre-schedule delivery times in advance. It is possible for the delivery to arrive at ANY time during the day
- Deliveries are most often scheduled between 8:00am and 4:00pm but can arrive as late as 8:00pm in farther-out regions
- We do our best to complete school deliveries during school hours but it is not guaranteed

**Time Requests and ETAs cannot be guaranteed in advance.**

**It is possible for the delivery to arrive ANY time between 7:30am and 8:00pm please have available volunteers on call**

## CAN I REQUEST A SPECIFIC DELIVERY TIME?

- **We cannot guarantee delivery times**
- A preferred delivery time may be requested when you place your final order online. We cannot take time requests sooner.
- It is still possible the delivery will be scheduled and/or arrive outside of that time-frame
- It's best to have alternate arrangements or volunteers available

## WHEN WILL I KNOW THE ESTIMATED DELIVERY TIME?

- On the day before your delivery we will contact you with an ETA once we receive the confirmed delivery schedules from our dispatch team
- Times are not known any earlier, and cannot be estimated
- Even after the schedules are finalized it is possible for there to be changes caused by weather, traffic, trucks, or other delays
- We will do our best to keep you up-to-date on the day of your delivery

## DAY OF DELIVERY

- GSF representatives do their best to track trucks during the delivery day, so please feel free to call for updates.
- Try to have volunteers (amount dependent on your order size) available throughout the day to help.
- Please be patient as our drivers are doing their best to get everyone their plants safe and happy!
- Delays can be caused by weather, traffic, miscommunication, lack of help unloading at another location, and legal driving hour limitations.

## PLANNING CUSTOMER PICK-UPS

- It is best to plan for parents and customers to pick up their orders the day after delivery
- Do NOT plan for customer pick-up in the morning on the day of your scheduled delivery date

