

Williams Warehouse Delivery



PREPARE FOR DELIVERY DAY

Our Standard Delivery is at your Place of Business. Someone must be present to meet with our delivery driver and receive the product.

Make sure you have cleared out an open, large area for the cabinets to be offloaded.

Clear a path from the delivery truck to the area the cabinets will be placed. Safety is a top concern for our delivery drivers, so please ensure there is no snow, ice, or other obstructions or unsafe areas along the walkway to your building.

Estimated Time of Arrival (ETA) options are available. The Williams Delivers app is available to track your order. Additionally, you can request to get a phone call, email, or text alerts. This must be requested at least 2 days before your scheduled delivery. Contact your Williams rep for more information.

DAY OF DELIVERY

Make sure someone is present to receive the delivery.

There is a re-ship fee if drivers are unable to make the delivery. Drivers will wait up to 20 minutes. If we are unable to make contact, the delivery will need to be rescheduled for an additional fee.

AFTER DELIVERY

If you find damage or any issues with your cabinets, call your Williams rep. Please go through your delivery items thoroughly before you contact your Williams sales person. Make note that some items are often in a mixed parts box. Additionally, some smaller items may be packaged with larger items. For example, Touch Up Kits are typically wrapped with Toe Kicks.

You may notice arrows on the boxes. Base (floor) cabinets will be delivered with arrows pointing up. Wall (upper) cabinets may be delivered with the arrows pointing up or horizontal.