

# ADD ON'S

## **Limitations in adding to processed orders**

Our system is pretty kick butt when it comes to efficiency and it has significantly improved our ability to process orders, backorders and specials, affording us more time to spend with customers answering queries and getting orders out faster than ever! However, as with all systems, there are limitations, and adding to orders happens to be one of them.

We are unable to retrieve orders to make any changes/add any products once Customer Service have issued it to the warehouse or you have hit submit on your online order. Because our system is live, once an order is electronically issued out to our warehouse, it locks us out. This automatic mechanism is in place so that our warehouse team can 'upload' the order electronically and go about carefully picking/packing your order.

So from here you have two options. Of course, you have the option of placing a second order, however it is subject to regular freight charges because we are unable to isolate your initial order - out of the hundreds we have out in the warehouse at any given time - to tack it on and save on freight. Or, as always, you are welcome to come in and collect anything you need urgently.

We apologise for any inconvenience - we too have tried making a quick run to Woolies without a list so we know how super easy to forget one or two things! If you have any questions or queries on this one, please do not hesitate to give us a call.