

Distributing Your Group Order

Thank you for your Group Order. We appreciate the opportunity to serve you and the children in your life.

When Your Order Arrives

- Count all the boxes. Boxes are numbered, i.e., 1/7 indicates box 1 of 7 total. Contact Customer Service if any boxes are missing.
- Plan an adequate space to sort your order. Sorting and checking in the order is often easier with two (or more) people.
- Carefully remove all items from the boxes and lay them out.
 - Small items might be packaged inside other items. Look inside pitchers, compost bins, watering cans, the wheelbarrow box, etc.
- Check off each item on the packing list as you find it in the boxes; remember to count the number of items and compare it to the packing list (the quantity shipped appears in the “QSH” column).
 - Use the enclosed *For Small Hands* catalog to help identify items. The page number for each item is listed on the packing list in the “PG” column. Or, enter the item number into the search box on forsmallhands.com to see a photo of the item.

Unavailable Items

If an item is not available, you will see a note in the comments section at the end of your packing list. You will not be charged for unavailable items. If a family ordered an unavailable item, they will need to be refunded. If the Group Order was paid by check, the refund will be issued to the school. The school will need to issue refunds to the families. For a complete list of not available items check “STOCK UPDATES” at forsmallhands.com/school-credit-promotion/stock-updates.

Backordered Items

Backordered items are listed on the packing list. The column marked QSH shows how many of each item was shipped. The column marked QBO shows how many of each item is backordered. It is possible for some of an item to be shipped and some of it to be backordered. Backordered items paid by credit card will be charged when they ship.

Sorting the Order

Refer to the Family Order Forms to sort the items by family.

- Find each item on the first order form, check it off, and bag it. Staple the order form to the bag.
- If an item is no longer available, make a note on the order form and explain to the family that they will receive a refund. The school will need to issue refunds to the families.
- If an item is on backorder, make a note on the order form and explain to the family that the backorder will be shipped at a later date.

Missing/Damaged/Wrong Items

- The Group Order Coordinator (not individual families) should contact Customer Service immediately with a complete list of missing or damaged items, or items sent in error. Please include your 10-digit Order Number when you email or call. It can be found in the upper right hand corner of your packing slip.

Returns/Exchanges

- All returns/exchanges must be made through the Group Order Coordinator. The coordinator should contact Customer Service.
- Satisfaction is always guaranteed. Any item may be returned for any reason for an exchange or refund. Return shipping charges are the responsibility of the customer.

NEW for 2021!

There will be an online resource page for Group Order Coordinators called “STOCK-UPDATES” with information about items that may become unavailable or sell out for the season. It will also list information about product changes, substitutions, etc. Find it here: forsmallhands.com/school-credit-promotion/stock-updates



Questions?
We are here to help!
Customer Service
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