
Customer Pickup Instructions

South Portland Warehouse



Pickup Information:

364 Maine Mall Road, South Portland, ME 04106 • 866.8JORDANS or 866.856.7326 • jordans.com

- *Warehouse hours of operation vary by location.* See jordans.com for current hours.

Call Ahead:

Please let us know 72 hours prior to when you want to pick up your merchandise. This will allow us time to transfer your merchandise from our Distribution Center in Taunton to the South Portland warehouse.

- On the day of pickup please call one hour before you arrive to ensure your merchandise is pre-picked and waiting for you.

Proper Vehicle:

An appropriately sized vehicle is necessary to transport merchandise that is picked up.

- Jordan's Furniture is not responsible for damage incurred during the subsequent transportation of merchandise.

Assembly Prior To Pickup:

Your merchandise may require extensive assembly.

- Please call to arrange for this service 72 hours prior to pickup.
- Our warehouse personnel can assemble your merchandise for a fee of \$49.
- For pickups that require assembly, please schedule after 12:00 PM.

Assembly After Pickup:

If you require assistance in assembling your merchandise after you have taken possession, we can schedule an In-Home Technician to come to your home for a fee of \$79. Call to arrange for this service.

Proper ID Required:

We require proper identification (e.g. driver's license with photo).

- The identification must match the name on the sales order.
- If someone else is picking up the merchandise for you, notify us of the name of the person in advance. We will require proper identification of that person.
- Any special requests must be arranged at the time you are setting up your pickup.

If Your Order Has A Balance Due:

Pay your balance online at jordans.com or to pay in person, go to the front office in the South Portland Store.

- After you pay your balance, please proceed to Merchandise Pickup located at the left of the building.

If Your Order Is Paid In Full:

Please follow the directions to Merchandise Pickup.
