

FREQUENTLY ASKED QUESTIONS

HOW DO I PLACE AN ORDER?

If you want to order an item, click the Add to Shopping Cart Button on the item's product detail page. Once you have added an item to your shopping cart, you can keep searching or browsing until you have everything in your cart to order. After you have checked out, you will receive a confirmation number for your order. You will then be contacted by someone from Customer Service to confirm your order, and answer any questions you may have.

HOW DO I ESTABLISH CREDIT?

Print and complete the hard copy credit application and fax to UFPC Contractor Connection at 502-968-3791. Please allow 48 Hrs to confirm credit information and establish account.

HOW DO I RECEIVE A LOGIN ID?

Complete the online customer registration. User login ID and password will be established within 24 hours.

WHAT HAPPENS IF I FORGET MY PASSWORD?

Click on the "Forgot Password" link and enter your username. After username is entered, the system notifies you that your password will be emailed to you.

WHAT METHODS OF PAYMENT DOES CONTRACTOR CONNECTION ACCEPT?

If credit account is not established, Visa and MasterCard are accepted.

WHAT IF I WANT TO GET MY ORDER QUICKER, CAN I REQUEST AIR SHIPMENTS?

Air shipments are accepted, once it is established that the product is in stock. There will be a cutoff time of 12:00 noon for same day shipments.

WHAT IF I DON'T SEE WHAT I AM LOOKING FOR ON THE WEBSITE?

Please call customer service for more information on what you are trying to order.