

B2B SUPPORT WIDGET

How do I find my Customer Number and Ship-To Number to register?

The Customer Number is a 6-digit number which can be found on your invoice. The Ship-To Number is the 4-digit followed by a letter on your invoice.

For example: A01234 Customer Number 0000C Ship-To Number

How do I place an order?

Select the items you want to order and place in the cart. You can type the item number in the 'Search Bar' or select from the dropdown menu of items.

Where is my order?

Go to the "My Account" section and select "Open Orders". If the order is being processed or partially shipped it will be in this section. Click on the "Details" tab to get the details of the order and/or click on "Print PDF" to print the order. If the order has been invoiced, it can be in the "Invoiced" tab.

Note that your order will remain with the "In Processing" status if a back order exists and until the order ships 100% complete.

How can I find the tracking number of my order?

Go to the "My Account" section and select "Invoiced Orders". Locate the order and click on tracking number.

Can I make changes to my online order?

Orders placed online cannot be changed once they have been submitted. If you want to Cancel your order or have it returned to us, please see Canceling an Order.

How do I cancel an online order?

If your order has not already shipped, it may be possible to cancel your order. Please call our customer care team at (800) 263-7799, 8:30 AM-5:00 PM EST, Monday-Friday for assistance.

Can I make a change to the shipping address?

If your order has not yet shipped it may be possible to change the shipping address. Please contact our customer care team at (800) 263-7799, with your order number to try to make the change. If your order has already shipped it is not possible to change the delivery address.

Can I pay my invoices/statements online?

Currently we do not take online payments, but this feature will be coming soon.

Can I order parts online?

This feature will be coming soon.

Can I order Clocks and Watches on the same order?

Yes, you may combine watches and clocks on an order.