

FAQs

ORDERING AND FULFILLMENT

- 1. When do I pay for my order? Do I pay when I order the product or at pickup?**
Pickup orders are pre-authorized at checkout. You will be charged once the order is picked up.
- 2. Can I place a pickup order over the phone with customer support or my sales rep?**
No. If you would like to place a pickup order over the phone, you will need to call your Snap One Partner Store to place the order.
- 3. Can I order a kit through SnapAV.com and pickup in-store?**
No. Kit SKUs are ineligible to buy online and pickup in-store. If you need to purchase the SKUs in a kit, please order the SKUs separately online and pickup in-store.
- 4. Can I have some items shipped and others fulfilled via in-store pickup in the same order?**
Yes. You can choose in-store pickup for some items and delivery for others during checkout. Just select your preferred fulfillment option for each item.
- 5. Can I change my order fulfillment method from delivery to pickup after my order is placed on SnapAV.com?**
No, you must call the store to cancel and place a new order online to reflect the fulfillment method at checkout.

IN-STORE PICKUP PROCESS

- 1. What do I need to bring to pick up my order? Can someone else pick it up for me?**
Whoever picks up the order will need to verify they're associated with the company or customer listed on the order, which may include showing an ID. If you can't pick it up yourself, someone else can do so for you as long as they have proper verification.
- 2. How will I know when my order is ready for pickup?**
You'll receive an email when your order is ready, usually within 2 hours during normal store hours. Once you arrive at the store, it may take up to 15 minutes to bring your order to the counter. If you'd like the order to be ready upon your arrival, please call the store ahead of time.
- 3. How long will the store hold my order?**
You will have 10 days from the date of order to pickup your product in-store. After 10 days, your order will be canceled, and items will be returned to inventory.
- 4. What store locations offer this fulfillment option? Can I pick up an order placed on SnapAV.com from an ADI store?**
In-store pickup is available through Snap One Partner Stores when the order is placed on SnapAV.com. Store locations that have been converted to ADI stores are not eligible for this fulfillment method. To see which locations qualify, please view the list of Snap One Partner Stores [HERE](#).

RETURNS, CANCELLATION, ORDER MODIFICATION AND MORE

1. Can I return a product I ordered through SnapAV.com at a Snap One Partner Store?

No. All products purchased from SnapAV.com are not eligible for in-store returns. This includes orders purchased on SnapAV.com that are fulfilled with the in-store pickup option. For more information about returns and return policies, please click [HERE](#).

2. What products are available for in-store pickup when purchased online?

SnapAV.com will display "Pickup in-store" next to products that are eligible for purchase online and fulfillment in-store. Please note that not all products may be eligible for in-store pickup.

3. What if I choose the wrong store for pickup?

Please ensure you have chosen the pickup location before placing your order. If you realize you selected the wrong store, contact the pickup location directly for assistance.

4. How do I cancel a store pickup order?

Please call the store directly if you no longer wish to pickup your order.

5. Can I change item quantities on an online order for in-store pickup after the order has been placed?

No. Once an online order is placed for in-store pickup, item quantities cannot be changed. The store can cancel the entire order or cancel individual items if needed. To add items or change quantities, a new order must be placed.

6. Does in-store pickup availability change based on inventory?

Yes, store availability reflects the current inventory levels and may change based on demand. Inventory levels are updated every 15 minutes on SnapAV.com