

Will Call Policy

Tycon Systems® policy for customers requesting to “pick up” product purchased online or through the inhouse email/Purchase Order System is described as follows:

Customers are required to provide their shipping account number to Tycon® e.g. FedEx, UPS, etc., or alternatively their Credit Card information when placing an order for Will Call pick up.

Customers should be aware that Tycon® is open for business Monday to Thursday 6:00 AM to 5:00 PM. Tycon® is closed Fridays through Sundays.

Will Call hours are Mondays through Thursdays 8:30 AM to 4:00 PM. Because of vendor shipping schedules and freight pickups, Tycon® is unable to assist with Will Call requests outside of these hours and days.

Once an order is placed with Tycon®, the customer will be given an availability date. The customer is then responsible for picking up their order by the end of the next business day [After the availability date].

If purchase orders are not collected as described above, Tycon® will ship the product to the customer on the customer provided shipping account or alternatively charge their Credit Card for shipping the following business day.

Please remember that Tycon® is a manufacturer of goods, and sells to Distributors, Resellers, Integrators, and OEM, and therefore, product purchases at Will Call is a privilege and not a normal part of its operations.