

New information as Stuller Resumes Shipping In-Stock Items

Open for Business



We're Open & Shipping



Stuller is open and operating with smaller teams. **What does this mean?**
 In order to stay compliant with social distancing practices and to do our part in helping avoid the spread of COVID-19, we have reduced the number of staff that will be in the building working on your orders. We have also implemented a work from home strategy to help our associates maintain the level of customer service you are accustomed to.

Our top concern is ensuring the **health and safety** of our associates and customers.

When will Stuller be shipping available product?



We have resumed standard same-day shipping operations. Please visit [Stuller.com](#) for our latest shipping offer.



Please check your **Order History** for live tracking on each of your orders as they ship.

Made to Order

Estimated Ship Date: Friday, May 15

In Stock

Estimated Ship Date: Tuesday, April 14



How will I know when an item can ship while placing an order?

Stuller has returned to normal business operations, however some of our "Made to Order" items have slightly extended lead times. Our Product Management team has updated the estimated ship date on Stuller.com by item to show the correct lead times.

How can I easily search for "In stock" items on Stuller.com?

After searching for an item on Stuller.com, you can easily narrow your search results to only In Stock items by toggling the In Stock feature on.



Why am I seeing different ship dates on Stuller.com for each of my orders?

Our team is working diligently to fulfill your orders as soon as possible. The estimated ship dates on Stuller.com will reflect the lead times associated with each item.

If you have a question about a specific item on an open order, please call 800-877-7777, chat with us live, or email sales@stuller.com for assistance.



What if I had a package returned to Stuller because my business was closed?



We have accepted these packages back from the shipping carrier and will **keep them safe until you are able to receive them.**



If your package was returned to Stuller, we will be reviewing your Hold Shipments preference to determine if we can resend. Please make sure this is updated in your My Account Settings on [Stuller.com/MyAccount/AccountSettings/ShippingManager](#)



Our customer care team will attempt to reach out to any customers with returned packages prior to resending. Please call, chat, or email us with your order number and/or tracking number if you have any questions about an undeliverable package.

I sent a package to Stuller with returned items. When will this be processed?



Our returns team is also back to normal, reviewing and processing returns. If you have any questions about a returned package, please call us or chat with us live on [Stuller.com](#).



If you initiated your return online at Stuller.com and put your return ID on the outside of your package, **THANK YOU!** This is greatly appreciated and will allow us to process your return more efficiently.



If you need to return product to Stuller, we recommend starting your return on [Stuller.com>Returns](#). We offer the option to purchase a return label or use your own. This is the most effective way to ensure timely processing of your return.

I live in the Acadiana area and have a pickup that is ready. When will I be able to pick up my orders?

Monday - Fridays
8am to 5pm CT.

Stuller will be featuring a new curbside service! Please call **337.262.7722 to schedule your pick up date and time.**

Using the driveway on West School Road, go to the back side of the building at **Entrance 4.**

Call the same number, 337.262.7722 when you arrive and we will bring your order out to you.



As always, our Customer Care teams are here to help you! Call us at 800-877-7777, chat with us Live, or email us at sales@stuller.com for assistance.

