



When placing an order thru the TW Online Ordering website we require you to provide us with some information to allow us to process your order correctly and efficiently. Below are definitions of the shipping method field as well as the required information that you will need to provide in the shipping instruction comment field.

Add to stock order

Definition: Order will be inputted in TW's system and will be released with the next scheduled stock order as per TW's shipping policy.

Shipping Instruction requirements: None

Courier Collect

Definition: Order will be shipped via courier of your choice at your expense as per TW's shipping policy.

Shipping Instruction requirements: Must provide the name of the courier, type of service and your account number. (i.e. Purolator Air acc # 123456)

Pick Up

Definition: Order will be picked and made available as per TW's policy.

Shipping Instruction requirements: Must indicate who will be picking up the order. (i.e. pick up via our truck, pick up by customer xyz, pick up by salesman John Doe, pick up by John Doe Express)

Stock Order

Definition: Order will be inputted in TW's system and will be released on your regular schedule as per TW's shipping policy.

Shipping Instruction requirements: None

Truck Collect

Definition: Order will be shipped collect via the transport carrier of your choice at your expense.

Shipping Instruction requirements: Must provide the name of the transport carrier.