



## New & Improved!

### COMMUNICATION UPGRADES

Sit back & relax, now you can manage your backorder online at [Nassau247.com](http://Nassau247.com)! We strive to provide you with the best products as timely as possible. That's why we've upgraded our website & implemented a backorder policy. The upgrades allow you to be in control of your order. If there is a rare occasion where your order is delayed, we want you to let us know what should happen next.

### ONLINE BACKORDER STATUS

Register your account online and provide your email address to enjoy the new backorder status benefits:

- **Visibility** View the details of all your backorders
- **Communication** Receive backorder email notification
- **Control** tell us what action to take on your backorder
  - Leave the item on backorder for the standard 30 days
  - Substitute for a different item chosen by a customer care specialist
  - Extend the time on backorder to 180 days
  - Cancel the item from your order to choose your own substitution

### NEW POLICY

Beginning January 1st, 2015 all products on backorder longer than 30 days will automatically be canceled unless action is taken online or by phone. By taking action on your backorder, you will avoid being charged for forgotten items on backorder or for duplicate orders placed.

### HOW TO REGISTER

Go to [Nassau247.com](http://Nassau247.com). Click on **Register to Order Online** in the upper right hand corner.

If you already have a log in, make sure you've provided the correct email address under **MY ACCOUNT > CHANGE EMAIL** to ensure you'll receive email notifications.