

FREQUENTLY ASKED QUESTIONS

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Q. What do I do if I forget my username or password?

A. On the Sign In page of Grainger.com you can click on "Forgot your User ID" or "Forgot your Password" and you will be prompted to request a link to reset.

Q. How often should I change my password?

A. Passwords should be changed if the password has been compromised.

Q. How can I find the nearest Grainger Branch (Store)?

A: At the top of the page near the Grainger logo you will click the "Find A Branch" button and then enter your address to find the nearest Branch.

Q. What if my store address is not correct?

A. Call Grainger Customer Service at 1-800-GRAINGER (472-4643).

Q. Who do I call for additional product information or details?

A. Call Grainger Customer Service at 1-800-GRAINGER (472-4643).

Q. What if I order the wrong product?

A. Contact Grainger Customer Service at 1-800-GRAINGER (472-4643) and they will assist in creating a return authorization for the product. If this is a Grainger error a credit memo will be issued and Grainger will provide a prepaid UPS tag for return. If this is a store error, the store will be asked to pay for shipping or the store can drop the item(s) off at their nearest Grainger Branch.

Q. Do orders qualify for free shipping?

A. Stocked products qualify for free parcel shipping. Some large orders may require additional shipping charges. Any shipping charges will show on the order checkout page along with sales tax and order total.

Q. How are the items delivered?

A. Items are shipped via FedEx to store locations to usual delivery point. Delivery location can be changed on the "Attention" field at checkout.

Q. How do I track my order?

A. When logged in to Grainger.com, click on "My Account" and then select "Order History". From there you can select an order and then select "Track Shipment".

Q. How will I know how much I have purchased within a time frame?

A. Your Division Safety Manager/Director will be provided reports by store and district on a consistent basis.

Returns:

To request a return please call customer service, 1-800-GRAINGER (472-4643). Have your Grainger order number and item number available to request a return.

Payment:

Invoices will be sent to NASC for payment, charged under general supplies account (640155 in Oracle).

Grainger Contacts and Customer Service:

Grainger Customer Service – 1-800-GRAINGER (472-4643) is available 24 hours, 7 days a week.