

How do I make changes to an order I have already placed?

Please have your Order #, provided at the time of check out, available for reference.

Log in to the website and go to "Your Account."

Under the My Last Requests section click "Add Request."

Choose "Sales" as your department.

For your subject enter your Order #.

In the message section you will enter what changes you would like to see made to the order.

Hit the Submit Request button.

This request will be sent to Clark and Son Representatives for updates. Please allow 1 business day for the request ticket to be reviewed.

Providing all necessary information has been provided: the representative will make the necessary changes to the order, including updating the shipping quote if necessary, and reply back that the changes are complete and the ticket will be closed. You will receive an email that your ticket has been updated and closed. Your updated order will be reflected under the "Track Your Recent Orders" section in "My Accounts".

In the event there is a problem or more information is needed to process your request: a representative will write you back and request the required information be provided. The ticket will also be placed in "On Hold" status until an answer is received. You will receive an email that your ticket is has been updated. Please provide the requested information either by clicking on the link in the email or by logging back into your account, going to the "My Last Request" section, and clicking on the ID number of the request you would like to reply to.

DO NOT REPLY TO THE SUPPORT@CLARKANDSONINC.COM email. This is an unmonitored address and will not be viewed. Please use the CRM program to make any requests and to reply to any current requests.

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