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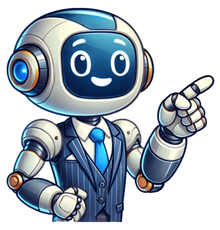

Buy Online & Pick Up at Store After selecting the items and placing them in your cart, there will be one of two options in your cart under "How to Get It" for picking up your order at your local Menards store. Pick Up At Store - Menards Picks* This option is available for most items inside the store. When selecting this option, your items will be pulled for you. You will receive an email once your order has been pulled and is ready to be picked up. Pick Up At Store - Customer Picks** This option is available for most items in our outside lumberyard and garden center. These items are 'look and feel' categories, such as lumber, where we feel the best service is for you to be able to pick out exactly the right pieces for your project. When selecting this option, you will be able to drive directly up to the item in the outside lumberyard and/or garden center to load the products directly into your vehicle. These items are not set aside. *There is a minimal nonrefundable processing fee for Pick Up at Store - Menards Picks orders. **Pick Up at Store - Customer Picks items are subject to availability upon arrival to the store. Not all items are eligible for this methodthe "How to Get It" option will show what shipping methods you can choose. Complete your order on MENARDS.COM or the free Menards app. Verify that your preferred store is selected. Once processed and ready, you will receive an email to let you know your order is ready to be picked up. Bring a copy of that email to the store or a copy on your phone. If you are unable to print your pickup email or bring it on a mobile device, you can bring your order number and state-issued ID to the service desk, and they will be able to generate it for you. You may enter the outside lumberyard through the entrance gate (generally on the side of behind the store building) or come into the store to pick up your order. Proceed to the Order Pick Up location in the store (follow the orange signs). Our secure order process improves curbside pick-up with a simple and safe experience. Picking Up Your Menards Picks Order: 1) Bring your "Your Order is Ready for Pick Up" email (paper or smartphone copy) and a state-issued ID. 2) Enter store or drive to the outside lumberyard entrance. 3) Go to the Order Pick Up location inside the store to pick up your order. Picking Up Your Customer Picks Order: 1) Bring your "Your Order is Ready for Pick Up" email (paper or smartphone copy) and a state-issued ID. 2) Drive to the outside lumberyard entrance. 3) Go to the Yard Stock location. 4) Load your materials into your vehicle or trailer (inventory is subject to change throughout the day). Example of "Your Order is Ready" Email: How to Pick Up Your Order: Buy Online & Pick Up at Store FAQs How do I set what Menards store I will be picking up my product from? Before you shop for your items on MENARDS.COM, make sure to use our Store Locator to select your preferred Menards. Click Select Your Store and choose your city and state from the dropdown menu or enter your zip code to find and select a Menards store. When will my Buy Online & Pick Up at Store order be available? Buy Online & Pick Up at Store orders are available only during normal store hours. If your order is placed when the store is closed or is about to close, your order may not be processed until the next day. The automated follow up email notification notifying you that your order has been fully processed will let you know that your order is ready to be picked up. How many days do I have to pick up my order? You have 14 days to pick up your order after you have been notified it is ready. If you do not pick up your order after 14 days, your order will be returned to the sales floor. What do I need to do if I will have another person pick up my order for me? When placing your order, during the checkout process you will have the option to provide the name and email address of an alternate pickup person. Ensure when the other person picks up your order, they also have a copy of the "Your Order is Ready" email so they can pick up your order. They must present a state-issued ID for verification at the time of pickup. Can I cancel my Pick Up at Store - Menards Picks order? Once your order is In Process, it cannot be canceled. If you do not want to keep the items you ordered, you may be able to return them. Visit our Help Center for more information about returns. The processing fees on Pick Up at Store - Menards Picks orders are nonrefundable once an order is In Process. Stock merchandise that is cut or altered or special order items will be subject to a 25% restocking fee. Buy Online & Pick Up at Plant Save BIG Money & Time With Our Easy Service Buy your blocks, steel, or trusses online and pick them up directly at the plant. Complete your order on MENARDS.COM or the free Menards app. Verify that your preferred location is selected. After placing your order, you will receive two emails. The first is a confirmation with your order number, and the second notifies you that your order is ready for pick up. Please wait for your email confirming that the order is ready for pick up before coming to the plant. This email will include a link to guest pick up hours, a plant address, and a location map. Present your order number to the Gate Guard to check in. Follow the Gate Guard's instructions to the designated guest pick up area. Sign for the order verifying you have received the product at the Guard Shack. Example of "Your Order is Ready" Email: Buy Online & Pick Up at Plant FAQs How do I know when my order is ready to be picked up? You will be notified via email (or text if selected during order placement) when the order is ready for pickup. How soon will my order be ready? Concrete blocks - approximately 1 hour Custom steel - 24 to 48 hours Steel trim - 2 to 4 hours In-stock trusses - 2 to 4 hours Built-to-order trusses - 48 to 72 hours How is my order packaged? Concrete blocks are palletized and wrapped in heavy plastic. Pro-Rib orders are wrapped in heavy-duty plastic. Orders longer than 16 feet must be palletized. Pro-Snap and Pro-Lap orders are custom packaged, banded, and wrapped in heavy plastic. Steel trim is crated and wrapped in plastic. Trusses are banded together. Note: Large orders will be loaded via forklift. Please plan for forklift access with your truck or trailer. Where do I pick up my order? Your order will be processed at the closest plant based on the zip code entered. Loading hours and location are provided in the email notification. To find a Pick Up At Plant location, click here. Can someone else pick up my order? When placing your order, during the checkout process you will have the option to provide the name and email address of an alternate pickup person. Ensure when the other person picks up your order, they also have a copy of the "Your Order is Ready" email so they can pick up your order. They must present a state-issued ID for verification at the time of pickup. Can I cancel my order? Once your order is In Process, it cannot be canceled. If you do not want to keep the items you ordered, you may be able to return them. Visit our Help Center for more information about returns. Special order items will be subject to a 25% restocking fee. Buy Online & Pick Up at Fulfillment Center Save BIG Money & Time With Our Easy Service Buy your products and materials online and pick them up directly at the Fulfillment Center. Complete your order on MENARDS.COM or the free Menards app. Verify that your preferred location is selected. After placing your order, you will receive two emails. The first is a confirmation with your order number, and the second notifies you that your order is ready for pickup. Please wait for your email confirming that the order is ready for pickup before coming to the fulfillment center. This email will include a link to guest pickup hours, a center address, and a location map. Present your order number to the Gate Guard to check in. Follow the Gate Guard's instructions to the designated guest pick up area. Sign for the order verifying you have received the product at the Guard Shack. Example of "Your Order is Ready" Email: Buy Online & Pick Up at Fulfillment Center FAQs How do I know when my order is ready to be picked up? You will be notified via email (or text if selected during order placement) when the order is ready for pickup. How soon will my order be ready? Approximately 1 hour - You will receive a notification once the order is ready for pickup. How is my order packaged? Non-Lumber items are packaged in retail packaging - if ordered in large quantities they will be palletized and wrapped in plastic Non-Treated Lumber orders are wrapped in heavy-duty plastic Treated Lumber will be palletized Note: Large orders will be loaded via forklift. Please plan for forklift access with your truck or trailer. Where do I pick up my order? Loading hours and location are provided in the email notification. Can someone else pick up my order? When placing your order, during the checkout process you will have the option to provide the name and email address of an alternate pickup person. Ensure when the other person picks up your order, they also have a copy of the "Your Order is Ready" email so they can pick up your order. They must present a state-issued ID for verification at the time of pickup. What do I need to bring with me to pick up my order? Please bring a copy of the email notifying you that your order is ready to pick up along with your state-issued ID. 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