

Pick and Pack

As soon as an order is processed by our front-office staff it is relayed to the the fulfillment staff. A single agent handles a specific order along the whole process and is ultimately responsible for accuracy and quality of packaging:

- the order is hand-picked inside the pick room, freezer, refrigerated or dry. The products only leave the pick room once the order is completely assembled, which is particularly important for frozen products.

- for frozen and refrigerated products, the order is then brought into the refrigerated packing room where it is packed in an insulated container with dry ice or ice packs as required.

- each products is scanned as it is packed to ensure complete accuracy.

- any necessary materials are inserted before the box is sealed and labeled for shipping. The box is then brought to the loading area which is also kept at about 45Â°F.

- We send a confirmation to you and your customer - with the shipment tracking number - as soon as the order has been shipped.