



Online Ordering Summary

Getting Started With **grandandtoy.com**

Shop 100,000 Products On Our Fast, Secure, And Easy-To-Use Website

1 Logging In

- Go to grandandtoy.com
- Click on Sign In
- Type your Log In ID on 'business account' (case sensitive)
- Type your Password (case sensitive)
- Click Log In
- Choose the Account that you want to use and verify your ship to location. Also provide delivery information to help route your order.
- Click on Select to continue and start shopping
- Don't know your username/password? Call the Customer Service Centre at 1 866 391 8111 or click on LIVE HELP

2 Creating An Order

- From the top of our website you can shop and browse using our consistent navigation and enhanced search engine – quickly perform searches by product code or keyword.
- If you already know the product codes of the items you want to order, click on the Order tab to access the Create an Order page. Key all the product codes on that page. Click Add to Order.
- To return to your order at anytime, click the Order tab for all your order details

3 Submitting An Order

- Click Checkout
- Click Submit Order
- You will receive an Order Confirmation email verifying our receipt of your order

4 Ordering Tips And Tricks

- All orders are saved automatically. Incomplete and pending orders can be viewed and re-opened from the Order Status page.
- On the Item Notes page, you can tag each item with a note or a person's name. These notes will be displayed on the packing slip.
- Create your own favourites list – Hover over the Order tab, select Custom Lists, then select Create List
- Frequently Ordered Items – Search through up to 50 of the items you order most often
- Choose your shipping method – Convenient 48 hour or Right Day delivery options to suit your schedule and help reduce the number of delivery trucks on the road



Grand & Toy Customer Service Centre

For general inquiries regarding grandandtoy.com — ordering, backorders, and order status:

English Email: CustomerService@grandandtoy.com
English: 1 866 391 8111

French Email: serviceclientele@grandandtoy.com
French: 1 877 860 2932

or click on Live Help on any page of our site to open a live chat session with one of our Customer Service Representatives.