

Why don't I see my order in my account?

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Only orders placed through our website will be archived in your web account. Please make note of the following:

- Orders placed by phone, fax, mail or email will not appear in your account. For information on these orders, please call our sales department at 303-375-8882 during regular business hours.
 - You must be logged into your account when placing an order for it to be added to your account. Orders placed using the "Guest" checkout option will not appear in your order history.
 - If you create more than one account on our website, note that we do not have the ability to merge multiple accounts into one. You will need to remember the login and password for each account to access their order histories.
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