Why Don't I See My Order In My Account?

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Only orders placed through our website are archived in your web account.

- 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.
- We no longer allow guest checkout due to the number of spam orders we were receiving. We now require all customers to create an account prior to making a purchase. Guest orders made prior to this switchover may not be accessible through a web account.
- 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.