

## S E R V I C E & S U P P O R T C O N T A C T S

### PHONE

Call your dedicated Grainger Customer Support Team: (internal toll free)

**888-326-8605**

**\*\*Provide Grainger Account Number\*\***  
MON – FRI / 7:00 AM – 5:00 PM CST

### EMAIL

Please send your Email requests to:

[centralsupport@grainger.com](mailto:centralsupport@grainger.com)

Expect a response during normal business hours

## B E N E F I T S

### OUR GOAL IS EXCEPTIONAL CUSTOMER SERVICE AND SUPPORT

- Price quoting for exceptions / customer escalations within pre-determined guidelines
- Billing / pricing discrepancy resolution
- Cross-referencing of part number and sourcing

## O R D E R I N G P R O C E S S

### ORDERING CONSIDERATIONS:

- Communicate the current system / contracted price
- Communicate the purpose of the customer quote request
- Is there a target price, and if so, on what is it based (is it a fair comparison?)
- Is this an unplanned one-time purchase, or a planned repeat or frequently purchased item?
- Will there be a consolidation of any other regularly purchased items with Grainger?
- Factor the customer history and YTD spend trend
- Covered accounts should only be handled by the aligned seller