

Will-Call Policy

To help us best serve all our customers, Van's has established a policy for Will-Call orders, which will help ensure smooth delivery.

Most Will-Calls use a crate. In the past some orders took several hours to load, using multiple Van's employees. The same amount of time is required by our crew to pick the parts from the shelf. For these and other reasons, kits purchased after March 2023 incorporate the crating fee into the price of the kit. We enjoy having our customers come to the factory, and we will do our best to help those customers pick up their kits here at the factory. Before you make the trip, here are a few requirements that we need you to be aware of, which will govern your Will-Call pick up.

1. Let Van's know at the time of payment if you wish to come pick-up your kit using a Will-Call and whether you would like the kit crated, or the parts only without the box. A box is much easier for us to load, and for those orders placed after March 2023 the price of the box will already be included in the price of the kit. We will no longer reduce the kit price if a crate is not used.
2. Building crates/boxes at the last minute (especially custom boxes) is disruptive to the schedule for our woodshop employees, who are building the boxes needed for crating to keep packing kits as planned that week. If you have selected the kit to be delivered as individual parts and want to switch to the standard box on the day you are picking up your kit, we will charge \$200 additional. Custom size boxes (if we can accommodate building the box into our schedule – no guarantee) will be \$200 plus \$50 an hour for the time to make the box. Again, preplanning up front on your part should prevent this from happening.
3. Check the box dimensions here: <https://www.vansaircraft.com/crate-dimensions-and-weights/>
Carefully check these dimensions against the inside dimensions of the vehicle you are using. The dimensions listed are the outside dimensions of the box including any outer bracing. If using a U-Haul, pickup, some flatbeds, or a box truck make absolutely sure you account for the distance between the wheel wells, if applicable.
4. We will assist with a forklift to lift boxes into a pickup truck, flatbed trailer, U-Haul, cargo trailer or box truck.
5. We will not load a box into any vehicle in a way that we believe is unsafe, at our sole discretion.
6. The customer will be responsible for the following:
 - a. Tying down / restraining the load. Bring your own straps please. We will not provide straps, rope or any other tie down materials.
 - b. Loading kit parts in individual pieces into the customer's vehicle.
 - c. Making modifications to their vehicle or trailer to accommodate the order.

Thank you in advance for your consideration and planning. Oregon is a beautiful state to visit, take time to see the area. We hope you enjoy your trip.