





W.B. Mason Ordering Information

Set Up an Account / Product & Pricing Questions

Contact:

Sherry White

 sherry.white@wbmason.com

 888-926-2766 ext. 8869

Please provide:

- Your college and department
- Your phone and fax (if applicable)
- Delivery location (room, mailroom, etc.)

Once your account is set up, you'll receive a welcome email with login info. Accounts remain active unless requested otherwise.

Helpful Tips:


- Use the **Comments Field** to note who you're ordering for.
- Use the **Special Instructions Field** for specific delivery details (e.g., paper to copier).

Swap and Save Program

When available, W.B. Mason offers lower-cost substitutes for items you've ordered before. If applicable, you'll be prompted to "swap and save" at checkout.

Delivery Times

Order by 4 PM for:

- **Office supplies & coffee:** Next business day
 - **Technology:** 2–3 business days
 - **Furniture:** 7–10 business days
 - **Middlebury Institute:** Deliveries on Mon, Tue, Thu
-  No coffee or water service at MIIS

Customer Support

For order status, returns, or account updates:

Sherry White – 888-926-2766 ext. 8869 or sherry.white@wbmason.com

After 6 PM EST: Call 888-926-2766, then press 2 for Customer Service

For pricing or coffee/water equipment inquiries:



Cheryl Foster – 802-443-5800 or procurement@gmhec.org

Water Coolers

Champlain & Saint Michael's: Order plumbed/non-plumbed coolers through W.B. Mason.

Middlebury College:

Water coolers provided by **Misty Meadows**.

Contact Deb & Jeff Perry at  or  802-236-8080.

Deliveries every other Monday.