



In-Store Pickup

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Overview

In-store pickup allows you to shop online and take receipt of your order faster, eliminating the shipping fees normally associated with expedited delivery.

So that you can get back to business more quickly, orders you place in Premier can now be picked up at participating AT&T company-owned retail stores, usually within an hour of your order (depending on when it's submitted).

To see participating stores and their available inventory, search for stores by ZIP code or by city and state.

Most devices and accessories sold in Premier are available for in-store pickup; however, inventory levels may vary, and not all AT&T stores participate in the program. Inventory may also differ from store to store.

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Order and Pickup from Store

Ordering wireless items with in-store pickup is similar to ordering them for shipping delivery, with just a few additional steps.

Select a Store

You'll select the store where you want to pick up your items after you've finished shopping and are ready to check out.

To select a pickup store

1. On the Shopping Cart page, review the items in your shopping cart to ensure accuracy of your order.
2. Under **Choose a delivery method**, select the **In-Store Pickup** option.
3. If the In-Store Pickup option is visible but shaded, that means items in your cart are not available for pickup. To find stores with inventory in your pickup area, enter the ZIP code on the Find Store page; or search by city and state.
4. To choose a store, click **Select**. The window closes.

Note: If you select in-store pickup, all items in your order must be picked up from the same store.

Revision Date (2/2014)



Authorize Order Pickup

The order placer and the wireless user are automatically authorized to pick up the order. We automatically email a copy of the order confirmation to them.

However, you can authorize another person to pick up the order by going to the Order Contact page, marking the checkbox to authorize a third person, and entering their first and last name. If you want them to receive order updates and ready-for-pickup notifications, enter their AT&T wireless number. Messages to AT&T wireless numbers are sent by SMS at no additional cost to you.

To complete and release the order, we need to see a valid government-issued photo ID.

If You Save Your Cart

If you save your cart after selecting a store for pickup, changes to store inventory or participation might require you to select new items, find another store, or choose a shipping option when you retrieve your cart. In this event, we let you know about the change and action required.

What to Expect

You've submitted your order and are eager to pick up your items. While we prepare your order for processing, please keep the following in mind.

Order Processing

- If your order is placed within two hours of store closure, we process it the next business day.
- Once the store receives your order, your items are held in reserve for you. On rare occasions, the store inventory may be depleted before the store receives your order. In that case, your order is canceled and we notify you.

Order Notification

- To allow us time to process your order, we ask that you wait until you are notified that your item is ready before you pick it up. We usually notify you within one hour after your order.
- When your order is ready for pickup, we send an email message and a text message if you have requested it. We hold your order for three days from the date we notify you.

Order Pickup

- Although we can notify three contacts, only one can take receipt of the items. For example, if an order is submitted for three devices for three different users, we can release the entire order to only one of the three, who must be identified as the order placer, a wireless user, or the authorized third person. Valid government-issued photo identification is required.



- Your order is subject to standard AT&T eligibility and credit requirements. If we have questions about your eligibility or your order, we will contact you by email.
- As is customary for online credit card purchases, we charge \$1 to validate your credit card. However, we don't charge the full amount until the order is picked up.
- Our online prices are guaranteed at pickup. However, if you change your order at the store, newly selected items are not eligible for online pricing. Online and retail store prices may differ.
- If your order isn't picked up within three days, we assume you no longer want the items and we cancel the order.

Returns

- To return devices purchased online and picked up at an AT&T company-owned retail store, follow our existing return policies. For information, see the [Returns and Exchanges](#) help topic.

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