Airgas.com User Guide

Published: Nov 2016

## Get MORE pack size options with Airgas.com!

At Airgas, we recognize that our customers sometimes need to buy products in different ways, so Airgas.com allows you to order certain products in different pack sizes.

Where can I change the pack size? You can change the pack size on the product details screen, in the basket and on your lists.

Can I change the pack size for all products? No, only certain products have different pack sizes. These will have selectable pack sizes as seen in the product on the right.

What pack sizes can I choose? This depends on the specific product, but the most common ones are Each, Box, Case, Can, Tube and Spool.

If I order in a different pack size, where is it shown? It is shown on the order review page, the order confirmation page, on your quote detail page, on your order history page and on your invoice detail page.

Can I change the pack size on frequently ordered items or requisitions? On these screens, only the default package size is shown.

Can I change the package size of an item added to my cart from a quote? Package size cannot be changed for items added to your cart from a quote. Contact your sales representative to modify the existing quote.

Can I check availability for different package sizes? You can only check availability for the default package size.

For further help: Please contact the customer service team at "<u>GET HELP</u>" or call 1-866-935-3370 to speak to a representative.



## How to change product pack size on Airgas.com:

- Login to Airgas.com
- Enter the product name or part number
- View the product details screen
- 'Each' will initially be selected
- Select the required pack size for your order by clicking on the pack size e.g. 'Box' below
- Change the quantity to reflect the new pack size
- Click 'Add to Basket'

