

FREQUENTLY ASKED QUESTIONS

How does the parts express work?

Place your order with one of our S&H Parts Department team members and they will contact you the day before your parts will be delivered to your preferred Parts Express Barn. West Route will run on Tuesdays. East Route will run on Thursdays. South Route will run on Wednesdays.

How do customers place an order and ask for delivery?

Call your local S&H Farm Supply Parts Department and tell them you want your parts delivered to one of our 15 Parts Express Barns.

Is there a delivery fee?

- We are offering FREE delivery to our parts barns through 12/31/21.
- Beginning January 1, 2022, there will be a \$9 delivery fee for orders under \$200.

What options do I have to pay for my parts?

We accept all major credit cards and the CNH Capital card. Ask us how to apply for a CNH Capital card today or click the button below to begin the application process!



[Click to Apply for CNH Capital Card](#)

Who do I call if there is an issue with my parts order that is dropped off?

Please call 417-232-4700 and ask for Sarah Abbott or email her at sarah.abbott@shfarmsupply.com.

When do orders have to be placed to insure delivery?

- West Route orders need to be placed by Noon on Mondays.
- East Route Orders need to be place by Noon on Wednesdays.
- South Route Orders need to be place by 3:30pm on Wednesdays.

When will deliveries be made and how often?

West Route Parts Express Barns will be delivered on Tuesdays.
East Route Parts Express Barns will be delivered on Thursdays.
South Parts Express Barn will be delivered on Wednesdays.

Which day will my parts be delivered to the Springfield or Buffalo Parts Express Barns?

Deliveries to the Springfield and Buffalo locations will be on Tuesdays and Thursdays:

- If you would like to have your part delivered on Tuesday—Reach out to the Lockwood or Joplin locations to place/fill your order.
- If you would like to have your part delivered on Thursday— Reach out to the Rogersville or Mountain Grove locations to place/fill your order.

Who do I call if I can not get into the parts barn?

Please call 417-232-4700 and ask for Sarah Abbott or email her at sarah.abbott@shfarmsupply.com.

How do I get my parts out of the parts barn?

You will be contacted the day before your parts will be delivered to your preferred Parts Express Barn location. At that time, you will be given a code that will allow you to access the Parts Express barns.