

### CUSTOMER PICKUP/DROP OFF INFORMATION

In order to provide prompt warehouse assistance all customer pickup and customer drop off requests must be scheduled ahead of your arrival. All requests will be confirmed and scheduled once the work order has been created.

Please email your request for service to the [orderdesk@pennrecords.com](mailto:orderdesk@pennrecords.com)  
Schedule your pickup and drop off times between 8:30am-2:30pm  
We will confirm the time and location of pickup by return email.

All requests for service follow our standard schedule per your Schedule A (Rate Sheet):

- REGULAR:**      **Order before 3:30pm for Next Day Pickup (No extra charge)**
- SAME DAY:**    **Order after 3:30pm the prior day and before 10am for Same Day Pickup  
(Same Day Surcharge per your Schedule A)**
- RUSH:**         **Order for pickup within 3 hrs or same day after 10am  
(Rush Surcharge per your Schedule A)**

#### PICK UP LOCATIONS: (Maps on Back Side)

- Standard Facility, 3210 S. Standard Ave, Santa Ana, Calif. 92705
- Garnsey Facility, 2551 S. Garnsey St., Santa Ana, Calif. 92707
- Producer Facility, 15622 Producer Lane, Huntington Beach, Calif. 92649

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PENN RECORDS MANAGEMENT  
CUSTOMER SERVICE: 714-549-0224 Ext. 2 Fax 714-549-0765  
Email: [orderdesk@pennrecords.com](mailto:orderdesk@pennrecords.com) [www.pennrecords.com](http://www.pennrecords.com)