



Facts & Frequently Asked Questions



Continental Commercial Products, or CCP, is a longtime leading manufacturer of cleaning products serving janitorial and food service distributors all over the globe.

Headquartered in St. Louis, Missouri, we operate three manufacturing facilities producing over 1,100 products.

Frequently Asked Customer Service Questions

How do I contact Customer Service?

Call 1 800 325 1051 or email us at janics@contico.com. For inquiries outside the U.S. contact us at +1 314 656 4301.

How do I get set up to purchase from Continental?

Contact your CCP Sales Rep to complete the new customer set up forms. Go to the Contact Us page for a list of our Sales Reps organized by geographical location or you can call our Customer Service department at 1 800 325 1051. Once you have completed a New Customer Set-Up Form, Credit Application and Tax Exempt form you will receive a Customer number which you will reference on all of your Purchase Orders.

Who is my Sales Representative?

Go to the Contact Us page for a list of our Sales Reps organized by geographical location or you can call our Customer Service department at 1 800 325 1051.

Why do I need a Customer number?

Your Customer Number is what we use to reference all important aspects of your service, such as ship to location(s), pricing, discounts, etc. When you contact Customer Service, we ask you to provide your Customer Number as a way to identify you as an authorized customer, thereby protecting your account.

How can I track my purchase order?

Customer Service can help you track your order by calling 1 800 325 1051. Additionally, your Customer Service Representative can provide you with a login and password so that you can track your orders directly online using the Track Your Order option on our Home Page.

How do I place an order?

Purchase orders may be faxed to 1 800 327 5492 or you can email them to janics@contico.com.

Can I purchase online from Continental Commercial Products?

No, we employ a dedicated and experienced team of Customer Service professionals who receive your orders and enter them into the system directly to ensure accurate quantities and pricing.

Where can I obtain Packing Slips, Invoices and Proof of Deliveries?

Please contact Customer Service at 1 800 325 1051 to obtain these documents.

What is the minimum order requirement?

For orders inside the United States and Canada, our minimum order amount is \$300.00. For orders outside the United States and Canada, our minimum order amount is \$500.00. Some orders less than the Minimum Order Requirement may be processed with a Small Order Fee; contact Customer Service at 1 800 325 1051 to see if your order qualifies.

Who do I call with questions regarding Auto Quotes?

Contact Eric Gray at 1 800 325 1051, extension 459 or email him at egray@contico.com.

What is the minimum order amount to receive prepaid freight?

For orders that contain more than one of our CCP brands (Continental, Glit, Wilen) the minimum order to receive prepaid freight is \$2,000. The minimum order amount needed for prepaid freight with orders consisting of just one CCP brand are as follows:

Continental: \$2,000.00

Glit: \$500.00

Wilen: \$1,500

What is the lead time for orders?

The lead time for all in stock products is 2 working days. Lead times vary for products that are not classified as in stock. All non-stock Continental and Wilen items are available to ship within

5 working days. All non-stock Glit items, except for Cyclone-Diamond, are available to ship within 5 working days.

Do you offer products with private labels?

Yes, CCP has a long and successful history providing high quality, private label items for many of today's leading distributor brands. Contact your CCP Sales Representative to learn how to take advantage of this marketing benefit.

What is the lead time for private label?

Lead times vary based on the type of product. Once we have approved artwork for labels, most Glit and Wilen private labeled items can be shipped within two weeks for the initial order, and then within 2 business days thereafter. Lead times for Continental items depend on the complexity of the label and item; contact your CCP Sales Representative to learn more.