

Auction Item Pick-Up Instructions

Congratulations on your win!

Your contribution makes a direct and meaningful impact on the lives of the children and adults we fly! As mentioned in the bidding process, all items can either be picked up or shipped. We realize you may be excited about getting your items, especially if you plan to pick them up, but the Angel Flight NE team will not be back in the office until Monday morning and we want to have everything organized and ready for you. Pickup will begin on Tuesday, November 14th. Please read below for more instructions and information about how you will obtain your winning item(s).

If you won a gift card or gift certificate, we will mail or email it to the address (both physical or email) you provided when you were bidding by Dec 8, 2023. In some cases, the donor of the gift card/certificate may have elected to organize shipping – in that case, we will pass along your information to the vendor so they can facilitate the mailing either via ground or email.

Below are the options for pickup/delivery if you won a larger item, if your item description listed “for pickup only” – only option 1 is available to you.

Please note – alcohol cannot be shipped & must be picked up.

1. Pickup from Angel Flight NE in North Andover.

- Our office is open from **8:30am to 5pm** Monday through Friday (with the exception from November 23 thru November 25 for the Thanksgiving Holiday).
- Please email bcampbell@angelflightne.org & provide us with a day/time you would like to pick up your item(s).
- We will need **at least one (1) day advance notice** when you plan to stop by, so we have your items ready
- **Directions for Day of Item Pickup:** Park in front of the main terminal of the Lawrence Municipal Airport located at [492 Sutton Street, North Andover, MA 01845](#)
- Call our office at (978) 794-6868 and tell us your name & that you have arrived to pick up your item(s).
- We will either bring the items to your car or meet you at the door with your items. Please let us know what you prefer when you email us back & we will plan accordingly.

2. Shipping is Available via UPS or FedEx -

- If you would like your item(s) shipped and have a preference, please let us know along with the type of shipping service you would like (Standard, Express, or Overnight).
- The credit card that you used for the auction bidding will be charged any shipping charges that are incurred to send you the item(s) that you won.
- If you do not specify how you would like it shipped, we will choose the most economical shipping option.
- If you would like to know the cost of shipping prior to your card being charged, please let us know and we will provide the best estimate based on your location, the weight of the item(s) and what shipping option you prefer.

If you have any questions, please do not hesitate to call us at 978-794-6868! **We will be back in the office on Monday morning – November 13th.** Just A Reminder, if we do not receive a response or phone call regarding your item - we'll automatically ship to the address on file on or around December 8, 2023.

Thank you again for your support.

With your help, Angel Flight NE can continue to provide flights of healing and hope to thousands of people!

Warmest Regards,
Angel Flight NE Team