



Making your products move

# CC Recovery Instructions



Rooted to Grow®

When racks are empty and ready to be recovered, please reach out to CC, via one of the below methods.

## 1. Email \*This is the preferred method

- a. Send an email to [Rackpickup@cc-racks.com](mailto:Rackpickup@cc-racks.com).
- b. Include your full company name, address, contact number and CC rack pickup quantity.

## 2. Phone

- a. Call the CC recovery department (866) 498-9363.
- b. Leave your name, city, state, contact number and how many racks are needing to be picked up.

How to identify a CC rack versus other grower owned racks



Contact list for additional help:

- Ashley Sohaney – Account Manager ([Ashley.sohaney@cc-racks.com](mailto:Ashley.sohaney@cc-racks.com)) Cell – (386) 216-3774
- Jana Neer – CC Retailer Partner ([jana.neer@cc-racks.com](mailto:jana.neer@cc-racks.com))
- Christy Villanueva– Recovery Coordinator ([Rackpickup@cc-racks.com](mailto:Rackpickup@cc-racks.com))
- Vick Badh– Recovery Manager ([Vick.badh@cc-racks.com](mailto:Vick.badh@cc-racks.com))

Willoway Representative:

- Patrick Fox – Transportation Coordinator ([pfox@wninc.com](mailto:pfox@wninc.com))

*Note: CC's goal is to have racks recovered within 7-10 days **once they have been contacted**. Please note that holidays may alter this time frame slightly. Post spring, we are also inundated with recoveries so this may also cause a slight delay, but we do our very best to maintain this time frame.*



855 East Plant St Suite 1200  
 Winter Garden, FL 34787  
 TEL > 866-498-9363  
[www.cc-racks.com](http://www.cc-racks.com)