

About the new demco.com

What's happening?

A fresh design and exciting new features are coming to demco.com!

When is the change taking place?

The new website design will launch overnight between June 10 and June 11, 2019.

What does this mean for me?

The new website features numerous upgrades to improve your shopping experience, including the following:

- The ability to upload files at checkout, such as purchase orders and tax documents
- A better search experience to find products and content faster
- Fewer clicks to see products
- Better product information and specifications, plus videos and larger product images and color swatches
- A faster, smoother checkout with easier first-time customer registration
- Easier editing of orders without leaving the current page
- A minicart to show at a glance what's in your shopping cart
- Expedited shipping options for stock products
- An improved address book to manage your shipping and billing addresses in one location
- Enhanced sharing features that allow you to share your carts, quotes, products, and wish lists via email
- An improved bid quote form with more options to provide product quote requests
- An improved mobile experience

Do I need to do anything?

You do not need to do anything except reset your password (see below). However, your current shopping cart and lists will be affected by this change. Please see details in the answers below.

How do I log in and access my information?

To log into the new website, click on My Account at the top of any page and click the Log In button. If this is the first time you are logging into the new website, you will need to click the Forgot Password link to reset your password. This password can be the same one you have always used. This is also an opportunity to create a new one if you like. After your first login on the new website, you will just need to provide your email address and password to log in. You can then click My Account at the top of the page to view your account.

What will happen to my shopping cart?

If you have any items in your shopping cart after June 10, your cart will be converted into a quote on the new website. When you log in, visit My Quotes under My Account for more information. Any purchases you make prior to June 11 will appear in your order history.

What will happen to my lists?

Your lists will not convert to the new website; however, you can view your saved lists. On the new website, please log in and visit Wish Lists under My Account for instructions on how to access lists you created prior to June 11, 2019. You can also build new lists on the updated site.

What will happen to my quotes?

Your quotes will be available under the My Quotes section of My Account on the new website.

Will I lose my order history?

No. Your past orders will still be visible on the new website.

Is my account number changing?

None of your Demco account numbers are affected by the website upgrade.

Who can I talk to if I have other questions?

Please call us at 800.356.1200, 7 a.m.–6 p.m. CT Monday through Friday, or email us at custserv@demco.com. We're happy to help!