

Membership Program FAQ

Do I have to enter a code to redeem my OneStop® benefits?

No. One of the many great things about this exclusive membership program is that all of your benefits are automatically applied to your account. When you log in and check out on mscdirect.com or call us at 800-485-2036, your benefits are already applied. You'll see your discount and freight savings in your online shopping cart as well.

Can anyone take advantage of the OneStop® program?

We carefully selected specific customers for this exclusive program and memberships are non-transferable. We chose you for OneStop® membership because we see the kind of pressure you're under to save time and money every day, and we want to offer the kinds of time- and money-saving benefits that can add the most value to your work in the easiest way possible.

How is this different from all the other emails I receive from MSC?

We've packaged some great benefits into one easy-to-use program. With your membership, all of your benefits are already applied to your account and appear when you log in to mscdirect.com, so you don't have to spend valuable time searching for the best deals. You also have more than 1 million items and smart online tools at your fingertips on mscdirect.com.

How much is my membership fee?

Your exclusive OneStop® membership is free for a limited amount of time. MSC has the right to cancel your subscription or to begin charging you for your subscription. We will give you advance written notice of our intent to cancel or charge you for your subscription.

What if I need help finding an item or taking advantage of my benefits?

Call us at 800-485-2036 or you can chat with us online at mscdirect.com. We have friendly, knowledgeable experts who are ready to help you search and find the right tool for your job.

Can I combine these benefits with other MSC promotions?

While your special membership benefits were designed to give you low everyday pricing and FREE ground shipping, from time to time we'll have other MSC promotions you'll want to take advantage of too.

Do I get FREE Ground Shipping on all products I order?

You can enjoy FREE Shipping on all small parcel standard ground orders of at least \$149. This offer is valid within the contiguous 48 states. It is not valid for UPS Collect, 3rd Party, Consignee Billing, Premium Air Upgrades or COD orders. AK, HI, PR and International orders are excluded.

How do the Free next day shipping upgrades work?

Free shipping upgrades are available on thousands of products. For qualifying orders ineligible for free ground shipping, you may be able to get upgraded shipping to Next Day Air Saver to the contiguous U.S., at no additional charge. Choose the 1-Day UPS Shipping free upgrade option at checkout.

Can I opt out of my membership?

Yes, you may opt out of your membership at any time if you are not completely satisfied with the program by calling us at 800-485-2036. But we hope you'll see the value in the program we've created just for you. In fact, before you decide to opt out of your membership, please provide us with feedback to let us know what's working, what isn't and what would make the program better. We built this program to support what you do every day and want to make sure you're getting the value you deserve.

Where can I find other details about the membership program?

Please review the membership program [terms and conditions](#) for important details. You will also find important details on your membership webpage and in email communications we send you.