

Shipping and Delivery

2023

If delivered by UPS/Fed Ex, Common Carrier/Private Delivery, or Wilcor Truck

- We offer a “freight saver system” (hereafter referred to as FSS) Which means full freight allowed if you meet Wilcor’s criteria. *(Please see the Free Freight Program page for details.)*
- Orders are shipped FOB Frankfort
- Wilcor always chooses carrier for FSS orders. See front of catalog for Freight Saver System information and qualifying order dollar amounts (these dollar amounts refer to IN STOCK merchandise)
- Always make sure your box count is correct when signing for your delivery
- Residential shipments are **NOT** covered under the FSS program. (Residential addresses are a home address. Commercial deliveries are a business address).
- Custom orders do **NOT** qualify for FSS.
- Orders that are rerouted and/or redelivered are **NOT** covered by the FSS and are billed to the customer
- Common Carrier delivery services such as lift gate, inside delivery, redelivery, and notification calls are subject to fees not covered by FSS.
- Accounts that are past due do **NOT** qualify for FSS
- There are limits on NFSS products regardless of how they are being delivered. Extra associated costs will apply for overage limits.

Defective Merchandise

If your packages arrived damaged or you are short boxes by any carrier, please follow the guidelines below.

- Merchandise is not guaranteed against misuse, abuse or being shop worn. If a product has a manufacturer defect please email sales@wilcor.net subject: customer service or call our customer service department at extension 707 to obtain a return authorization number.
- Wilcor will issue credit on the defective products upon return, providing it was an invoiced product with in two years.
- Custom products **MUST** be checked in within 30 days of receiving. Please see our custom catalog for more custom printed merchandise details.
- Credits are not issued unless an RMA is received from our customer service dept.

Shortage and Damages

- Always be sure box count is correct when signing for your delivery according to your delivery receipt. Note shortages/overages on bill.
- You must report any visible damage at the time of delivery. Be sure it is noted on the carriers delivery receipt. (Pictures are usually helpful as well).
- Be sure to receive boxes with your customer label (name and address) only. Report any discrepancies to your delivery driver and on the delivery receipt.
- Save any damaged cartons or packing material and goods from the damaged box until Wilcor advises you on disposal or return. Please take pictures of broken/damaged items and keep on file if they are needed for your claim.
- Call customer service/sales department at 1-800-346-2345 ext. 707 or email sales@wilcor.net within 10 business days of delivery. Be sure to have the following information: Business name and account number, contact, phone number, invoice number, details of your damage/shortage claim.

Your satisfaction is our #1 priority.

Please feel free to email or call Purchasing with ideas of products you would like us to carry and/or improvements on what we already carry.