

Shipping and Delivery

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

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.

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.
- 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.