

Warehouse Supply Co. – Company Information, Delivery Options & Policies

SECTION 1 – COMPANY OVERVIEW Warehouse Supply Co. is a business-to-business distributor of industrial, safety, facilities, and packaging supplies. We serve contractors, warehouses, manufacturers, and logistics companies with reliable products, fast delivery, and dedicated customer service.

Our goal is to make it easy for customers to source the supplies they need, when they need them, with clear delivery options and transparent policies.

SECTION 2 – CONTACT INFORMATION

General Inquiries - Phone: (555) 123-4567 - Email: support@warehousesupply.com - Website: www.warehousesupply.com

Sales & Quotes - Email: sales@warehousesupply.com

Billing & Accounts - Email: billing@warehousesupply.com

Mailing Address Warehouse Supply Co. 1200 Industrial Park Drive Columbus, OH 43215 United States

SECTION 3 – LOCATIONS

Head Office & Showroom Warehouse Supply Co. 1200 Industrial Park Drive Columbus, OH 43215, United States - Services: Sales, customer service, small will-call pickup - Pickup availability: Same-day pickup for in-stock items when ordered before 2:00 p.m.

Central Distribution Center Warehouse Supply Co. 4820 Logistics Way Reno, NV 89501, United States - Services: Warehousing, order fulfillment, outbound shipping - Pickup availability: By appointment only

Regional Fulfillment Hub – East Warehouse Supply Co. 250 Freight Line Road Allentown, PA 18101, United States - Services: Next-day and 2-day ground coverage for most Eastern U.S. locations - Pickup availability: Weekdays during business hours

SECTION 4 – BUSINESS HOURS

Customer Service & Sales (Phone and Email) - Monday–Friday: 8:00 a.m. – 6:00 p.m. (local time, excluding company holidays) - Saturday: 9:00 a.m. – 1:00 p.m. - Sunday & Public Holidays: Closed

Head Office & Showroom - Monday–Friday: 8:30 a.m. – 5:30 p.m. - Saturday: 9:00 a.m. – 1:00 p.m. - Sunday: Closed

Warehouse & Fulfillment Operations - Monday–Friday: 7:00 a.m. – 7:00 p.m. - Saturday: 8:00 a.m. – 2:00 p.m. - Sunday: Closed

Note: Order cut-off times for same-day shipment are listed in Section 6.

SECTION 5 – DELIVERY AREAS

Domestic Shipping - We ship to all 50 U.S. states. - Standard ground and expedited options are available for most ZIP codes.

International Shipping - International shipping is available to selected countries subject to carrier availability and customs regulations. - Duties, taxes, and import fees are the responsibility of the customer unless otherwise confirmed in writing.

Shipping Restrictions - We do not ship to P.O. boxes for palletized freight or oversized shipments. - Hazardous materials and regulated products may only be shipped via approved carriers and to eligible destinations. - Some oversized or heavy items may require special handling or a freight quote.

SECTION 6 – DELIVERY & SHIPPING OPTIONS

6.1 Processing Times - Orders placed before 3:00 p.m. (distribution center local time) on business days typically ship the same day for in-stock items. - Orders placed after 3:00 p.m., on weekends, or on holidays are processed on the next business day. - Custom, made-to-order, and non-stock items may have additional lead times, which will be communicated at the time of order.

6.2 Standard Ground Shipping - Typical delivery time: 3–5 business days after shipment. - Recommended for non-urgent orders and standard-sized items. - Cost: Calculated based on order value, weight, and destination. - Sample guideline (subject to change): - Orders under \$250: Standard ground from \$19.95 - Orders \$250–\$500: Standard ground from \$14.95 - Orders over \$500 (eligible destinations): Standard ground may be free

6.3 Expedited (2–3 Day) Shipping - Typical delivery time: 2–3 business days after shipment. - Cost: Higher than standard ground; based on weight, distance, and carrier. - Ideal for time-sensitive but not urgent shipments.

6.4 Express (Next-Business-Day) Shipping - Typical delivery time: 1 business day after shipment, subject to carrier coverage and cut-off times. - Orders must be placed and confirmed before 1:00 p.m. (distribution center local time) to ship the same day. - Not available for all ZIP codes, oversized items, or hazardous materials. - Cost: Premium rate based on weight, dimensions, and distance.

6.5 Same-Day Local Delivery (Where Available) - Available for selected metro areas surrounding our Central Distribution Center and Regional Hubs. - Orders must be placed before 11:00 a.m. local time. - Delivery window: By 6:00 p.m. on the same business day. - Distance limitations and vehicle capacity apply. - Additional same-day courier fee will be quoted at the time of order.

6.6 Freight & Palletized Shipments - Large orders, oversized products, and bulk quantities may ship via LTL or FTL freight. - Liftgate, inside delivery, and appointment deliveries are available at an additional charge. - Customer is responsible for ensuring dock, forklift, or suitable unloading capability or requesting liftgate service when needed.

SECTION 7 – DELIVERY COSTS & SURCHARGES

7.1 Shipping Costs - Shipping costs are calculated during checkout or at the time of quotation

based on:

- Service level (Standard, Expedited, Express, Freight)
- Destination and delivery area
- Total shipment weight and dimensions
- Special handling requirements

7.2 Small Order Fee - Orders below a specified minimum (e.g., \$100) may be subject to a small order surcharge. - The surcharge amount will be displayed before you confirm your order.

7.3 Re-Delivery & Accessorial Charges - If the carrier is unable to complete delivery due to incorrect address, lack of access, or missing receiver, re-delivery fees may apply. - Accessorial charges such as liftgate, residential surcharge, limited access, or inside delivery may be billed to the customer if incurred.

SECTION 8 – ORDER TRACKING

- Tracking numbers are provided by email once an order has shipped. - Customers can view shipment status and estimated delivery dates using the carrier's website or tracking tools. - If you have not received a tracking number within one business day after your order ships, please contact support@warehousesupply.com.

SECTION 9 – ORDER MINIMUMS

- There is no general minimum order quantity for most items. - Some products may have minimum case quantities or manufacturer-imposed minimums. - A minimum order value may apply to qualify for certain delivery options or free shipping promotions.

SECTION 10 – RETURNS & EXCHANGES

10.1 Standard Return Policy - Most stock items may be returned within 30 days of delivery, subject to the conditions below. - Items must be unused, uninstalled, and in their original packaging with all accessories and documentation. - A copy of the invoice or order confirmation must be included with the return.

10.2 Non-Returnable Items The following items are generally non-returnable except in the case of defects or shipping errors:

- Custom-made or made-to-order products
- Special order items not regularly stocked
- Opened safety equipment, PPE, or consumables where hygiene is a concern
- Items marked "Final Sale" or "Non-Returnable" at the time of purchase

10.3 Return Authorization - All returns require a Return Merchandise Authorization (RMA) number. - To request an RMA, contact support@warehousesupply.com with your order number, item numbers, and reason for return. - Returns received without an RMA may be refused or subject to additional processing time.

10.4 Return Shipping Costs - If the return is due to our error (incorrect item, quantity, or damaged in transit), we will arrange return shipping or provide a prepaid label. - For returns due to customer preference, ordering errors, or change of mind, the customer is responsible for return shipping costs.

10.5 Restocking Fees - A restocking fee may apply to certain returns, especially for large, non-stock, or special order items. - Any applicable restocking fees will be disclosed when the RMA is issued.

10.6 Refund Method - Approved refunds are typically issued to the original method of payment. - In some cases, store credit may be offered as an alternative. - Please allow 5–10 business days after receipt and inspection of the returned items for refund processing.

SECTION 11 – WARRANTY POLICY

11.1 Standard Warranty - Warehouse Supply Co. warrants that its branded products are free from defects in material and workmanship under normal use for 12 months from the date of invoice, unless otherwise stated. - Many products are covered directly by the manufacturer's warranty. In such cases, the terms of the manufacturer's warranty will apply.

11.2 Exclusions The warranty does not cover: - Normal wear and tear - Misuse, abuse, or improper installation - Modifications or repairs not authorized by Warehouse Supply Co. or the manufacturer - Damage caused by accidents, improper storage, or environmental conditions

11.3 Warranty Claims - To submit a warranty claim, contact support@warehousesupply.com with:
- Order or invoice number - Product number and description - Description of the issue and photos where possible - We may repair, replace, or credit the item at our discretion, in line with applicable warranty terms.

SECTION 12 – ORDER CANCELLATIONS & CHANGES

12.1 Cancellations - Orders for stock items may usually be canceled prior to shipment without penalty. - Once an order has shipped, it cannot be canceled and must follow the returns process if you no longer need the items.

12.2 Custom & Special Orders - Custom-made, configured, or special order items may be non-cancellable once production has begun or the manufacturer has accepted the order. - Any cancellation fees imposed by the manufacturer will be passed through to the customer.

12.3 Order Changes - Changes to quantity, shipping address, or delivery method are subject to timing and availability. - Please contact customer service as soon as possible to request updates. Once an order is staged or shipped, changes may not be possible.

SECTION 13 – PAYMENT TERMS & METHODS

13.1 Accepted Payment Methods - Major credit and debit cards - Electronic bank transfer / ACH - Approved customer accounts with purchase orders (subject to credit approval)

13.2 Credit Terms - Standard terms for approved accounts are typically Net 30 days from invoice date unless otherwise agreed in writing. - Past-due balances may result in credit hold, suspension of shipments, or late payment charges as permitted by law.

13.3 Taxes - Applicable sales tax will be added based on shipping destination and current regulations. - Tax-exempt customers must provide valid exemption documentation before placing a tax-exempt order.

SECTION 14 – DATA PRIVACY & SECURITY

- We collect and use customer information solely to process orders, provide services, and improve our offerings. - Payment details are processed using secure, PCI-compliant payment

gateways. - We do not sell customer contact information to third parties. Limited sharing with carriers and service providers may occur as needed to fulfill orders.

SECTION 15 – GENERAL TERMS & CONDITIONS (SUMMARY)

- All orders are subject to acceptance by Warehouse Supply Co. - Product availability, specifications, and pricing are subject to change without notice. - In the event of discrepancies between our website, catalog, and written quotations, the latest confirmed quotation or order acknowledgment will apply. - Complete terms and conditions may be provided on our website or upon request.

SECTION 16 – FREQUENTLY ASKED QUESTIONS (FAQ)

Q1: How long will standard delivery take? A1: Standard ground shipping typically takes 3–5 business days after the order ships, depending on your location.

Q2: Do you offer express or overnight delivery? A2: Yes. Express (next-business-day) and expedited (2–3 day) options are available to most major destinations, subject to carrier coverage and cut-off times.

Q3: How can I track my order? A3: Once your order ships, you will receive an email with tracking details. You can also contact support@warehousesupply.com if you need assistance locating your shipment.

Q4: What is your return window? A4: Most stock items can be returned within 30 days of delivery, provided they are unused and in their original packaging. Some items are non-returnable; see Section 10.2.

Q5: Who do I contact for warranty issues? A5: Please email support@warehousesupply.com with your order details and a description of the issue. Our team will guide you through the warranty process.

SECTION 17 – DOCUMENT VERSION AND UPDATES

- Document title: Warehouse Supply Co. – Company Information, Delivery Options & Policies - Version: 1.0 - Last updated: January 15, 2025

This document is intended to provide a clear summary of key company information, delivery options, and policies. In case of conflict between this summary and formal written quotations or contracts, the more specific written terms will prevail.