



Wells Plumbing and Heating Supplies, Inc.

Wells SinkWare Corp

Handing time

- 1 day excluding weekends and Holiday

Ship to areas-

- Parcels are shipped Freight Ground- **3-5 days-**
- We ship to 48 state-
North East(Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, New York, Pennsylvania, District of Columbia, New Jersey), Midwest(North Dakota, South Dakota, Nebraska, Kansas, Minnesota, Iowa, Wisconsin, Illinois, Missouri, Indiana, Ohio, Michigan), South(Oklahoma, Texas, West Virginia, Virginia, Delaware, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Alabama, Mississippi, Florida, Louisiana, Arkansas, Maryland), West(Arizona, Montana, Idaho, Wyoming, Colorado, Utah, Nevada, California, Oregon, Washington, New Mexico)
- We do no ship to ALASKA-or HAWAII- TBD
- We do no ship Internationally- TBD
- Expedited shipping – Not available -TBD

Changes to address:

Buyers (CANNOT CHANGE THE SHIPPING ADDRESS ONCE CHECKOUT IS COMPLETED)? BUYER WILL BE REQUIRED TO PAY THE RETURN SHIPPING COST. THAT AMOUNT WILL BE DEDUCTED FROM YOUR RETURN

Freight

- Freight is calculated based on weight - per pound
- Freight is prepaid on all order
- Orders under \$1,500 are shipped FOB our warehouse, prepaid and charged.
- Wells reserves the right of shipping products with a carrier of its choice.
- Wells takes no responsibility for delivery delays due to transportation

Tracking

- All Parcels receiving tracking and PPOD (Picture proof of Delivery).

LTL -Shipments

- 6 items or more will be process using freight LTL (See additional cost)

LTL residential Additional cost

- Special handling by a common carrier such as residential delivery, tail gate, and/or call in advance, etc. is subject to extra charge.
- If such service is required, please email orders@wellssinkware.com for a quote.

Product Changes

- Wells reserves the right to modify, discontinue, and/or re-design any product, catalog, or price list at its sole discretion without liability.

Return shipping

- Customer are responsible for the cost of return shipping
- ALL products must be returned in saleable condition in original boxes including protective packaging.
- Send email to orders@wellssinkware.com with questions- Add return shipping and order# in subject line
- For additional information see- Return policy

Cancellations

- We process orders as quickly as possible. You can cancel an order if we have not started the shipping or delivery process.
- If your order was recently placed on our website and has not yet shipped, it may be possible to process a cancellation by contacting us@ orders@wellssinkware.com Monday thru Friday – add Cancellation and order number to Subject line
- If you decide to cancel the order after it has been shipped – you must refuse the item and once the item is received a refund will be issued- BUYER WILL BE REQUIRED TO PAY THE RETURN SHIPPING COST
- If you decide to cancel the order or refuse the delivery after the order has shipped, you will incur return shipping and a 25% restocking fee. These additional fees are dependent on the item refusal details and the destination location. Our customer service representative reserve the right to adjust –fees and shipping rates as required on a case-by-case review
- If purchased online from a partner website - Customers must cancel or initiate return thru that marketplace
- Please email Wells Plumbing and Heating Supplies, Inc. Customer Care (Email orders@wellssinkware.com) if you have any questions on shipping.

Order delivery issue:

The buyer is responsible for providing the correct address. If package is return to Wells for (DELIVERY REFUSED, CARRIER UNABLE TO FORWARD, NO MAIL RECEPTACLE, INSUFFICIENT ADDRESS, PACKAGE UNCLAIMED, UNABLE TO DELIVER PACKAGE OR SHIPPING ADDRESS UNDELIVERABLE), Any return shipping charges applied by the carrier will be deducted from the refund, since the delivery issue was not Wellsinkware error, but with the address provided by the buyer.

Item not received issues:

Item not received issues: Since all order come with PPOD- Picture proof of delivery refunds will not be given that are marked as delivered by the carrier and PPOD is provided- if the buyer is not able to locate the package- Buyers are advised to use PPOD proof of purchased consult with Local authorities for theft support-

Other Order issues:

If order is damaged during transit or upon arrival, visual image proof of damages with package affixed shipping label is required- Send Email to- Orders@wellssinkware.com with Damage item in subject line.

Exchange:

We do not offer exchanges. Orders will be returned for a refund and submitted for a new order.

Refunds and return Contact information Phone: 312-850-3466 Email: orders@wellssinkware.com All Returns: must include Online order number for processing	For Wells Sinkware Corp Ship to: 2600 W 35th St #125a, Chicago, IL 60632 Contact Sylvia 312-850-3466 Email: orders@wellssinkware.com
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Disclaimers:

Product Changes:

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Content

- Content and information provided by Wells Plumbing and Heating Supplies, Inc is for informational purposes only.

- **PRODUCT IMAGES ARE FOR ILLUSTRATIVE PURPOSES ONLY** While we work extremely hard to ensure that all product information is correct, manufacturers sometimes change their logos, packaging, and products. You should use our information as a reference, carefully read all product packaging, and user manual, service guidelines as recommended by the manufacturer.

Reviews

Customer reviews are provided for informational purposes only. Customer reviews reflect the individual reviewer results and experiences only and are not verified or endorsed by Wells Plumbing and Heating Supplies, Inc. or Wells Sinkware Corp