



**THRIFCO
PLUMBING®**
Plumbing. Sprinklers. Drip Irrigation.

SHIPPING POLICIES

Shipping Policy:

Thrifty Supply Company (TSC) uses the following freight / shipping carriers; Fed Ex Ground, Fed Ex Air, Fed Ex Freight & USPS (Postal Service) for all our shipping. TSC also offers our customers the ability to use their own Fed Ex account number for shipping their orders without any surcharge or handling fee.

TSC offers free shipping on orders of \$350.00 or more. Orders less than \$350.00 are shipped F.O.B. Sacramento, CA with freight/shipping cost paid by TSC and charged to the customer by including the freight charge in the sales invoice.

Other terms and conditions may apply: This includes without limitation expedited delivery, air freight, freight collect, special shipping requests, international orders, hazardous materials, customer's carrier or other special handling charges by the carrier of record.

Customer of record is responsible for payment of all shipping charges. Special shipping requests must be addressed with TSC management, approved and placed in writing for any special arrangements.

TSC reserves the right to review and make changes to this freight / shipping policy without notice.

Return Policy:

- Goods ordered in error, if returned within 30 days at customer's expense, will be subjected to 15% restocking charge with authorization from TSC.
- Goods shipped in error may be returned within 10 days from the date received at TSC's expense for full credit.
- All other Returned Merchandise must be of current production type and will be subjected to a 15% restocking fee and charge including any labor or parts beyond normal restocking to make merchandise saleable.
- Goods deemed non-saleable that have been returned for reasons other than our error will not receive any credit.
- Special orders for goods that are normally not stocked may not be cancelled or returned.
- All returns must be approved by TSC. Please enclose a filled-out Return Authorization Form (RGA) with the shipment. Do not enclose purchase orders or checks with returns, as they will only cause delay in processing.

Shipment Shortages:

No claims for shipment shortages will be allowed unless presented within 5 days after receipt of goods. Each package is carefully checked and weighed before shipment. Claims for shortage will be addressed through an investigation from TSC, shipper & insurance company and will be subjected to appropriately filed claim documents and weight/picture verification.