2620 Daffadil Terrace
Sanford, Florida 32771
Phone: 407-878-7058
Fax: 1-407-627-0176

Plumbers Best Supply LLC™

www.PLUMBERSBESTSUPPLY.com
Email: supportcenter@plumbersbestsupply.com

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE OR ORDERING.

All users that access and use www.plumbersbestsupply.com and anyone who orders from Plumbers Best Supply LLC agree to be subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site or order from Plumbers Best Supply LLC. Please note that the purchaser/customer agrees that these terms stay valid and apply to their order/s regardless of any terms that the Purchaser / Customer may have on their purchase order. The Purchaser/Customer's Terms do not apply to their order with Plumbers Best Supply LLC.

Order Policy:
Accepting orders with locations in the United States and Puerto Rico (Including Alaska & Hawaii).

Any International order requests must be approved and have shipping address or freight forwarder/exporter with an address located in the United States. Please contact us for details.

Please ensure you are ordering the correct item before placing order and submitting payment. If you need help selecting the correct product, or have any issues placing your order please contact us. All orders are subject to restocking & Cancel/Return Fees.

Prices:
Prices listed are wholesale prices. They do not include taxes, handling fees, shipping costs (unless otherwise noted), and are subject to correction or change without notice.
GSA: Plumbers Best Supply LLC products are not offered under a GSA Schedule Contract.

How you can order:
* Give us a call @ 407-878-7058.
* Email: orders@plumbersbestsupply.com
* Fax @ 1-407-627-0176
* Purchase online @ www.plumbersbestsupply.com

What Payment Options you have:
* All payments are payable in US dollars only.
* We have options for international payments. Please contact us for more information.
* All Approved international credit cards and /or Wire transfers will require additional verification, see below.

*** Credit Card:**
Visa, Mastercard, Discover, and American Express.
Card Holder name and Billing Address on order MUST MATCH the Credit Card and Billing Address.
If order revisions are needed resulting in a change of the total, you will be contacted about the change and a new order confirmation/invoice emailed. A second transaction will show up on your credit card for the additional amount or a refund to adjust the transaction for the new total.

*** E-check/ACH Payment**

We will contact you with the E-check/ACH transfer details once your order has been reviewed and ready for payment.

***Wire Transfer**
There may be a $25.00 handling fee for this payment option and will need to be added to your order and included with your payment.
We will contact you with the Wire Transfer and payment details once your order has been reviewed, updated, and ready for payment.

*** Purchase Order:**
Must have approved credit account to use this option. (Has additional terms along with the standard Terms, Conditions, and Policies)
If you wish to set up an account, you can download our credit application HERE.

*** Cash:**
Orlando/Sanford Local Customers Only
We will contact you with details for the payment.

*** Check:**
We will contact you with the details once your order has been reviewed, updated, and ready for payment.
Once the check is received & cleared, order will be processed & shipped.

For your protection & ours, against Fraud:
We take your security and ours very seriously, and will go above and beyond for transactions to be secure.

For Credit card orders that do not pass verification and Credit cards issued outside of the United States;
Additional credit card & Card Holder information for verification will be required.
Some Wire & Electronic Transfers may also require additional information for verification.

Please ensure the phone and email is listed on the order is correct.
Please be available to provide information within 48 hours or the order will be cancelled.

Plumbers Best Supply LLC reserves the right to accept or refuse any order.

All Items sold by Plumbers Best Supply LLC are for domestic consumption in the United States. Purchaser assumes full responsibility for compliance with US export controls if exported out of the United States.

Sales Tax and Other Fees: Sales tax: Is collected on orders with shipping address in the State of Florida unless you provide a copy of your tax-exempt certificate. You can send a copy of your tax-exempt form to us via email (orders@plumbersbestsupply.com) or fax (1-407-627-0176). For all other States, a use tax may be due on purchases for the shipping address state, which is the customer's responsibility.

For Puerto Rico shipments, once shipment arrives to Puerto Rico destination, the customer is responsible for all Duties, Taxes, and Fees, and must be paid before carrier will release shipment for delivery.

Please note we only ship to address in the United States. For international orders shipping to a USA address / freight forwarder, Plumbers Best Supply is not responsible for any commercial invoices, Duties, taxes, or fees. This is the responsibility of the person / freight forwarder, that are shipping the order packages to their final destination.

Other Fees: Some products may have additional handling and other fees based upon the shipping & warehouse locations Any additional fees that are needed are added and calculated after order review, as they can vary per the order details and locations.

Order Invoice receipt: When ordering online, you should receive an e-mail with your invoice receipt once we receive your order. If you do not receive an e-mail, your order may not have been submitted properly. Please contact us at 407-878-7058 or email us at orders@plumbersbestsupply.com. When ordering by phone, email, or fax, we will send an email with your invoice receipt once your order has been placed in our system. Please review you're the invoice receipt for accuracy immediately. If you find any errors or changes are needed, please contact us immediately to get it corrected. Any major changes needed to any order will have a new invoice receipt sent.

Please also watch for phone calls and emails from us within the 24-48 business hours after you have placed your order to help reduce any delays. We may need to communicate with you for any questions, additional details, updates to your order, or lead times, as we may need an acknowledgement/approval back from you before we can continue processing your order.

Ordering Details: All orders will be reviewed, shipping cost verified, and adjusted if needed. Please note that dependent of the item/s ordered, there still may be shipping and handling charges incurred, even when selecting Pre-Arranged Pickup/Delivery - Orlando/Sanford FL area only (Delivery may have added costs) option.

Revisions: If any revisions for changes in cost and additional charges will be needed, you will be notified before the order is processed and a revised invoice receipt may be emailed. We require an acknowledgement and approval response for any major revisions needed with the exception of minor typo or address changes.

All credit card transactions are immediately authorized at the time of order and transacted when processing. If revisions are needed resulting in a change of the total, and payment was made with a credit card, a second transaction will show up on your credit card for the additional amount or a refund to adjust the transaction for the new total.

All orders require payment to be received and processed before the order can be processed and shipped, unless you already have an approved Credit account and paying with a purchase order.

Orders can only be Shipped to addresses located in the United States (No PO Boxes) and cannot be processed and shipped until payment has been received and cleared

Order processing times are during business days: Monday through Friday 9:00 am to 4:00 pm EST. Business Day/hours exclude weekends and holidays for order processing. Any orders received after that time will be considered received the next business day.

We strive to process and ship orders as quickly as possible. **Order processing time is separate from Shipping Method time**. Processing time can take up to 24- 72 hours unless otherwise notified of a longer lead time for the products ordering. Large products and orders may require additional processing times.

We do not show stock availability online. With the many configurations of products, availability will always need to be verified at the time of order. All products will be subject to availability and lead times may vary. Stock is never guaranteed.

Please note when choosing an expedited shipping method, this is the method that will be used when the order is available to ship. It does not include availability and any processing times from Plumbers Best Supply LLC or Vendors/manufacturers.

Plumbers Best Supply LLC's Order Processing time does not include Vendor/Manufacturer processing times if products may need to come in or ship from the Vendor/Manufacturer. These times can vary depending on their processing times and back-orders at time of order. These times can be roughly from 2-7 days or longer. Please contact us if you need to verify availability before ordering. Please be aware that Vendor/Manufacturer times are subject to change and be extended depending on Processing loads and products backorders.

There are no guarantees for processing times and when an order can ship regardless of shipping method chosen. We will always notify you of any availability, processing times, back-order, and if any changes occur.

If an order is urgent and needs to be expedited, please ensure you notify us as soon as possible especially in the order notes. There is no guarantee for same day or expedited order processing even with expedited shipping, however Plumbers Best Supply LLC™ will do their Best to process and ship urgent orders as quickly within their means to do so. Urgent Orders must be received by 10:30 AM EST to have a better chance of expedited processing. However, expedited processing will be dependent upon many factors and is not guaranteed.

Price Quotes: All pricing quotations will be honored for 30 Days, unless otherwise stated on the bid/quotation for projects or you receive a notification. If you need a quote, you can email quotes@plumbersbestsupply.com.

Lead Times and Availability. Plumbers Best Supply LLC is not able to guarantee lead times and availability. We will give you an estimated expected availability, however Items that will be coming in from or being shipped by our manufacturers are estimates only. Manufacturers processing and lead times are subject to change without prior notice and can vary due to changes in back order dates due to part shortages, shipping times, and other factors.

Returned payment of a Check, Draft, Order of payment, Debit/Credit card, or electronic funds transfer: Account/Purchaser is responsible for the amount of the payment and the fees for any unapproved, returned, dishonored, or chargeback payments pursuant by law. Includes the amount of payment plus a service charge of $25 if the face value does not exceed $50, $30 if the face value exceeds $50 but does not exceed $300, $40 if the face value exceeds $300, or 5 percent of the face amount of the returned, dishonored, or chargeback payment, whichever is greater and any additional fees of up to three times the amount and no less than $50, in addition to the payment of the Returned, dishonored, chargeback payment plus any court costs, reasonable attorney fees, and any bank fees incurred by Plumbers Best Supply LLC.

Cancellations and Return fees: Please contact us to help with selecting the product or verifying lead times to help ensure you are ordering the correct item before submitting your order and payment or you may incur cancellation and processing fees if your order is cancelled or returned.
Fees for cancelling/return of an order or any portion of the order is dependent upon order details, payment types, and any other incurred fees and costs that incurred during the processing of the order. Some orders may not be able to be cancelled if pre-order, made to order items, and some factory only items.

All orders that had payment processed, that are cancelled before shipment, or a complete or potion of an order returned after shipment, will incur a non-refundable cancellation or return fee of 7% of order total amount plus any non-refundable fees and costs.

The cancellation/return fees do not include non-refundable restocking fees, shipping costs, any other additional fees that incurred before or after shipment of order to customers shipping address, that are non-refundable and may need to be added. For example, but not limited to, additional shipping costs and other fees for the product to fulfill the customer’s order, or delivery to customer's address.
Any orders that are in the pending or awaiting payment status or has not had payment applied yet, may be eligible to be cancelled with minimal or no cancellation fees.

Orders cancelled or returned after shipment for non-warranty product return will also incur a Restocking fee, along with the return fee and any additional non-refundable cost or fees. The customer is also responsible for All return shipping costs (see return policy). All Shipping costs are not refundable.

For approved warranty return, the customer is also responsible for returning and the shipping costs for the product/s to Plumbers Best Supply LLC or manufacture which will be included in the details of the RMA document that will provided. The only exception to this will be if an approval from a manufacturer is received or set up for out of the ordinary warranty returns.

Any International orders or products purchased and shipped to a United States address and sent outside of the United States, or to a Freight Forwarder address to handle additional shipping for exporting outside the United States, are disqualified for cancellations, returns, or refunds. Any warranty claims can only be handled by Plumbers Best Supply LLC. Inspection of order products must be done upon receipt at USA Shipping / Freight forwarder Address. Any shortage, damage during shipment, loss of items or package, missing, or incorrect items need to be reported to us within Three (3) Business days Only. Once shipment has left from the USA address or 3 days has passed, the Freight Forwarder is responsible for the order products for any damages, missing packages/products, or incorrect items.

Any orders/products purchased and shipped to a state that has restricted pricing by the manufacturer, is not eligible for cancellation, return, or exchange.

Credit Application information: If interested in opening a credit account, you can download our credit application HERE. Once you have filled out and signed the form, you can scan it and email it back to us at accounting@plumbersbestsupply.com or you can fax it to us at 1-407-627-0176 (make sure you have the "1" in front of the area code. We will process your application and send you a determination as soon as possible.

Return Policy:
Please ensure you have the correct Product / Configurations before ordering. Detailed information and Submittal sheets are added to help in your selection. If you need more information, or you need help selecting a product, please contact us. Once the order has been placed, some products are not be eligible for return, may have a minimum order value for return, or there may be cancellation and return fees in addition to restocking and non-refundable fees. (See below and also ordering details for more information)

Warranty claims with a request for product replacement: This will be dependent upon the details of the RMA, product availability, manufacturer, and their approvals. Replacements may require to be purchased and then a refund given once the manufacture has validated the warranty claim. However, if the warranty claim is denied, the customer is responsible for the product and shipping costs, along with any other fees and cost that incurred for the replacement with no refunds.

If wanting to return a non-defective product within 30 days, please contact us to discuss the circumstances of the product return, to verify if your product is eligible for a return.

There are no returns for products after 30 days.

All Claims and returns will need to be approved and an RMA Claim authorization number issued before being returned.

Eligibility:
*No Returns after 30 days.
*Some unused products may be returned within 30 days of purchase and are subject to a restocking fee.
*Some products may have a minimum order value of $100.00 for return.
*Custom orders, parts and accessories, repair kits, Pre-order, made to order, or items needing manufactured are not eligible for return or cancellation.
*Factory only items may not be eligible for return or may have a minimum value limit.
* Any orders/products purchased at a restricted area market rates and shipped to a state that has restricted pricing by the manufacturer, is not eligible for cancellation, return, or exchange.
*Items listed in our Surplus savings, marked as Clearance, or Discontinued are not eligible for return or cancellation.

Restocking fee: A restocking fee of 25% will apply to any non-deflective returning products unless approved with a replacement order.

Return fee: Any orders or potion of orders being returned for a refund will have a non-refundable return fee of 7% of the order total along with any restocking and non-refundable costs and fees. See our order policies for more information.

All return requests are subject to the following limitations:

*Products must show no signs of use and in a condition to be returned to inventory, with some exceptions of products returning on a manufacturer's defect warranty RMA.
*Products must show no signs of misuse, abuse, modifications, dents, scratches or other damage.
*All return and any replacement shipping charges are at the expense of the customer for all returns, including warranty claims. There may be some exceptions for Florida orders only.

*Any Products purchased and shipped to a United States address and sent outside of the United States, or to a shipping company address to handle additional shipping for exporting outside the United States, are disqualified for returns/refunds. The exception to this will be manufacturer's defect warranty returns. (See return and shipping policies for additional information)

*Return RMAs and any refunds will not be approved if any of the above limitations have not been met. Absolutely No refunds for warranty items. An exchange will be provided only if approved.
The full product warranty or guarantee is extended by the product manufacturer to you for items sold by Plumbers Best Supply LLC™. All Warranty related claims for products purchased with Plumbers Best Supply LLC™ must be requested and handled with Plumbers Best Supply LLC™. We are unable to process any warranty claims of items not purchased from Plumbers Best Supply LLC™. You will need to contact the supplier that the item was purchased from or contact the manufacturer.
Notifications, Authorizations, Approvals, Charges, and fees:

All claims and RMA requests must have prior approval and assigned an RMA Claim authorization number, before any merchandise is returned for replacement or get approved for a refund. Unauthorized returns or items shipped back COD will not be accepted.

Restocking fee: A Restocking fee of 25 percent will apply to all items for returns unless for a approved warranty. For example, but not limited to: items that were cancelled after shipment and returned for non-defective reasons.

Shipping and handling costs: All Shipping and handling costs are non-refundable and are the responsibility of the customer. This includes any items that are returned that had free shipping. Free shipping items generally are on parts and are usually not returnable, however it approved for return, the customer may have shipping costs that are not refundable, along with the return fee.

Shipping Liabilities and Insurance: Once your order has shipped, Plumbers Best Supply LLC is not responsible for any shipping damages, missing items from packaging damage, or lost shipments. Plumbers Best Supply LLC ensures all shipments are packaged for the products safety. The shipping carrier is responsible for damaged or lost items and packages that incurred to product during the shipment. Carriers do not have insurance options for their shipments; however, they do have a default liability if the carrier is found at fault. The default liability only covers a certain default limit that may not cover your entire order. Declared Value limits currently estimated: $100.00 for UPS small package and $50.00 for USPS and are subject to change per the Carriers terms. Other Carriers and Freight default declared value defaults may vary depending on weight and product types.

The carriers do have the option to raise the declared values for liability to help cover the cost of your order if the carrier is at fault. Declared values are left at default values for all shipments. If you wish to raise the declared value liability for your shipment, you will need to request it for your shipment and there will be additional shipping costs for the raised value. If you wish to add additional liability, please request it at the time of order.

Lost, Damaged, shortage, or incorrect items: Please contact us within three (3) business days upon receipt of product, for damaged, lost, or wrong items. (See below)
It is the responsibility of the Customer to inspect each shipment carefully. Claims for shortage, damage during shipment, loss of items or package, missing, or incorrect items need to be reported to us within Three (3) Business days from receiving/delivery of products/order. Any Claims received after that time will be disallowed. Plumbers Best Supply LLC will handle all claims with the shipping carrier.

*If an item arrives damaged, please keep all original packaging. Please take digital pictures of any damaged package prior to opening the package and also take pictures of the damaged product and packaging after unpacked.

Send us the details and copies of any pictures for the claim/RMA to RMA@plumbersbestsupply.com. We cannot process claims that are not documented.

RMA/Claim Processing:
If the return is for a credit or refund with an item returning, a claim must be initiated with an RMA approval and RMA claim number assigned. Please reference this number on the return package/s. The RMA will need to be received back to Plumbers Best Supply LLC™ within 7 business days from receipt of RMA Claim number and documentation.

Once the items have been received and the claim has been validated and approved, we will process the refund minus any restocking fees, return fees, shipping costs, or other fees incurred (see also shipping, & order policies) if applicable.

Please note for all RMA Claims: We process claims as quickly as possible and it is dependent upon the details of the claim and the manufacturer. However, claim validations and approvals can take up to 4 to 6 weeks. Claims are also subject to the Manufacturer's claim processing times and may need additional time. We will keep you informed during the process.

All claims will have an RMA Claim number issued. Once the claim has been approved, we will contact you with the details along with the RMA Claim documentation.

For Claim RMA with replacement or exchange: If a replacement or exchange is being sent, we will notify you or the expected ship date, once the claim has been validated and approved, which may include the item returning first for validation. Please note the customer is responsible for all shipping cost for the return and replacement unless otherwise approved for Florida orders only.

For refund Claims: Once product/s have been returned, and the Claim has been validated and approved, the credit or refund will be processed and applied by Plumbers Best Supply LLC within 30 business days. Refunds are subject to the Payment method processing times after the refund was applied. These times may vary and are determined by the payment method terms for processing for when the Refund will be received and applied back.

Warranty and Liability:
Warranty: The full product warranty or guarantee is extended by the product manufacturer to you. Plumbers Best Supply LLC™ is not responsible for manufacturer breach of warranty. Plumbers Best Supply LLC™ provides no other product warranties or guarantees for merchantability, reliability, patent infringement, Fitness for particular purpose, performance, use of or user's safety. In the event products sold are found to have problems and are not useable in any fashion or nature within 30 days. The Buyer's sole remedy with Plumbers Best Supply LLC™ is to seek approval for return of the products and receive a replacement of said goods by the manufacturer following the RMA processes, at the sole option of Plumbers Best Supply LLC™.

No other remedy will be allowed, whether in contract or in tort, including strict liability and negligence. In no event shall Plumbers Best Supply LLC™ be liable for incidental, consequential, or special damages. Prior to accepting any defective return, the Buyer must document the nature of all defective goods. All Warranty related claims must be directed to Plumbers Best Supply LLC only for products sold by Plumbers Best Supply LLC.

Liability: Plumbers Best Supply LLC™ is not responsible for any product liability or negligence related to products including manufacturing defects, design defects, fitness for use, and any damage from leaking cans, performance or failures to warn. Buyer releases Plumbers Best Supply LLC™ from all product liability claims and agrees that all issues relating to product liability will be addressed directly with the manufacturer and not involve Plumbers Best Supply LLC™.

The full product liability insurance available is that extended by the product manufacturer to you if available. Plumbers Best Supply LLC™ provides no other insurance. Plumbers Best Supply LLC™ is not liable in any way for consequences of late deliveries.

Uncontrolled Events:
Plumbers Best Supply LLC shall not be liable for any delay in, or impairment of, performance resulting in whole or in part from any uncontrolled event, including but not limited to acts of God, acts of war, acts of terrorism (whether actual or threatened), governmental decrees or controls, severe weather conditions, catastrophic events, insurrections, epidemics, pandemics, quarantines, shortages, power failures, communication failures, explosion, fire, accident, labor disruptions, inability to procure or ship supplies, products, or raw materials, obtain permits and licenses, or any other circumstance or cause beyond the reasonable control of Plumbers Best Sully LLC in the conduct of its business.

Product Information:
Cross References: Product Cross References and comparisons are not represented or warranted to be performance or functional equivalents. The customer should review all cross-referenced product specifications prior to purchase and use to determine suitability of the product for customer's intended use.

Product Representation and Information: Product descriptions, pictures, and information on the website or any literature, is for illustrative purposes only. Having access to or in possession of any Plumbers Best Supply LLC literature or websites, does not give the right to purchase products. Occasional pricing or information errors may occur. Plumbers Best Supply LLC reserves the right to revise publishing errors in any of its literature or websites and has the right to cancel any and all

orders resulting in such pricing and information error, even if the customer has received an order invoice receipt.

Compliance: There are varying laws, codes and regulations governing construction, installation, and/or use of products for a particular purpose. It is the customer's responsibility to review the products and products application, MSDS, California Proposition warnings, and all applicable laws, codes and regulations for the application and locations the products will be used, to be sure that the construction, installation, and/or use involving the products are compliant.

If you need an MSDS, Submittal, or other information on any of our products, please contact us at 1-407-878-7058 or email: info@plumbersbestsupply.com For more information on California proposition 65 you can visit: https://www.p65warnings.ca.gov/.

Plumbers Best Supply LLC does not accept responsibility for construction, installation and/or use of a product. Plumbers Best Supply LLC does not guarantee suitability or compliance for any of the products it sells with any codes, regulations, or laws.

For customers outside the State of Florida & Outside USA / Puerto Rico:

Customers electing to get information, pricing, or purchase outside of their State's Territory and not with their local manufacturers' representatives; This includes but not limited to; any information, questions, issues, details, pricing, warranties, quotations, and orders requested to or being handled by Plumbers Best Supply LLC, must be directed to Plumbers Best Supply LLC only.

All correspondence, information, details, and pricing are legally privileged, confidential, or otherwise exempt from disclosure and which also excludes from price matching. Dependent upon the product, manufacturer, and shipping locations, some locations may have restricted prices and may be subject to market area rates, or subject to be changed by manufacturer for the market area rates if required to ship from the manufacturer.

This also includes products that could not be able to be returned to Plumbers Best Supply LLC for warranty claims, as these may need to be sold at market area rates or need to be quoted and purchased from the local representative so support for the product within the customer's and installation site State is supported. Some support from manufactures may be limited to the State of Florida.

Please note that products that are required to be sold at market area rates, once the order is placed, the order is no cancel and the products are not eligible for return.

All international orders are No cancel, no return orders. All warranty claims must be handled by Plumbers Best Supply LLC.

Price Match Policy, Discounts, and Promotions:
Plumbers Best Supply LLC strives to have the lowest prices we can provide for the products we offer "online" based on fair market value. If you find a lower price "online" for any product we sell, we will try to beat the final price (including shipping, handling & applicable taxes). There is no guarantee that we will beat the final price, however contact us to request a price match and we will see what we can do for you. To request a price match, please e-mail us the details at guotes@plumbersbestsupply.com.

*Price matching can only occur before purchasing the product.
*Clearance, Closeout, Surplus, or Liquidation sales are ineligible.
*Product listed on competitor's site must be an exact match (same manufacturer, model, and options)
*Product must be listed from an authorized online dealer and from the authorized dealer's own website. For example, the product cannot be listed on EBAY, Amazon, or any other third-party sales site.
*Competitor must be located and selling in the United States and in US dollars.
*Competitor's product price must include cost to ship the item, handling, and applicable taxes.
*Competitor's product price may not include discount offers, coupons, contractual agreements, quantity discounts, company promotions and/or promises, or gift card discounts. Prices when added to cart are also excluded for price matches as these are discounts being applied to the published price.
* Manufacture market price restricted states are not eligible for price matches.
*Plumbers Best Supply LLC™ promotional and Customer Tier discounts, codes, offers, or gift cards cannot be used in combination with price matches or any other sales and promotions.
*Plumbers Best Supply LLC™ reserves the right to terminate or modify this promotional price match policy or any other sales or promotions at any time.
*Plumbers Best Supply LLC™ reserves the right to limit quantities on price match products or any sales and promotions.

Shipping Terms and Conditions:

Shipping Option selections:

*UPS Ground and Expedited service options
Estimated Rates, Costs will be verified with Carrier upon receipt of order & subject to change.
* Add for LTL Freight Shipping for Large / Heavy Orders:
Shipping costs determined & added to order once received.
We will contact you for approval of shipping cost.
Please include any details in order notes

*Pre-Arranged pick up/Delivery:
This option is used for an arranged local pick up or delivery from Plumbers Best Supply LLC™ .
(Orlando/Sanford FL area only) Delivery may have added costs.

For Heavy, Large, or Multiple quantities,
Please contact us to get a quote on shipping cost.

All shipping rates are an estimate and subject to change.

When a product is eligible free shipping, an option for Free Shipping will be available to choose in the shipping options drop-down. Free shipping may either ship UPS or USPS.

Terms and Conditions:
*There is No Guarantee of same day or expedited shipment on any order. Plumbers Best Supply LLC™ strives to ship as soon as possible and will do their Best to process and ship urgent orders as quickly in their means to do so.

Orders can ship directly from our warehouse or may ship directly from our suppliers/manufacturer factory warehouse to you. For larger products and quantity orders you may receive multiple packages to complete the order We are not able to guarantee availability or shipping times, especially items that ship directly from our supplier/manufacturer factory warehouses.

Expedited Shipping Methods: Please note when choosing an expedited shipping method this will be the method that is used when the order is ready to ship and is the carrier's published delivery time for the shipment to reach the destination address. It does not include availability, lead times, and any processing times from Plumbers Best Supply LLC or Vendors/manufacturers. When an expedited shipping method is chosen, we do try to process these as quickly as possible, however it does not guarantee any expedited processing time.

Shipments are processed during regular business days; Monday through Friday 9:00 am to 3:00 pm EST. Business Day/hours exclude weekends and holidays for shipment processing. Shipments are subject to order processing, order load, and other factors. Vendor and Manufacturer shipment processing times will also differ.

Shipping addresses: Shipping to United States addresses and Puerto Rico (Including Alaska & Hawaii) only. All other international orders, the shipping address or freight forwarder/exporter must be an address located in the United States. No shipping addresses outside the United States and Puerto Rico.

Purchaser and Freight Forwarders assume full responsibility for compliance with US export controls if exported out of the United States. For Puerto Rico shipments, once shipment arrives to Puerto Rico destination, the customer is responsible for all Duties, Taxes, and Fees, and must be paid before carrier will release shipment for delivery.

Please enter the shipping address and choose whether the actual shipping address is located in a zoned Residential or Business area. Rates from shipping carriers are based on the address zone regardless if it is a business or residential building. Even though an address is a business, if address is considered a residential/rural zone location, then the residential selection will need to be selected. Addresses will be verified and shipping costs adjusted if the correct selection is not made.

Shipping Carriers: Shipping is handled through UPS for most shipments for Cost, reliability, & time savings. Dependent upon the product, USPS or UPS may also be used when offering free shipping or a custom shipment for an expedited option. Please note that Shipping Carriers use dimensional weight for shipping costs regardless of actual product weight.

Shipping Liabilities and Insurance: Once your order has shipped, Plumbers Best Supply LLC is not responsible for any shipping damages, missing items from packaging damage, or lost shipments. Plumbers Best Supply LLC ensures all shipments are packaged for the products safety. The shipping carrier is responsible for damaged or lost items and packages that incurred to product during the shipment. Carriers do not have insurance options for their shipments; however, they do have a default liability if the carrier is found at fault. The default liability only covers a certain default limit that may not cover your entire order. Declared Value limits currently estimated: $100.00 for UPS small package and $50.00 for USPS and are subject to change per the Carriers terms. Other Carriers and Freight default declared value defaults may vary depending on weight and product types.

The carriers do have the option to raise the declared values for liability to help cover the cost of your order if the carrier is at fault. Declared values are left at default values for all shipments. If you wish to raise the declared value liability for your shipment, you will need to request it for your shipment and there will be additional shipping costs for the raised value. If you wish to add additional liability, please request it at the time of order.

Shipping Standards and Charges:
Standard small package shipping is ground service unless otherwise requested. Transit times within the continental United States from Florida is estimated at 1-10 business days and does not include the day of shipment. Alaska and Hawaii may have longer times.

Freight will be standard economy unless otherwise requested. Delivery times vary as they are dependent upon addresses and type of shipment.

We offer expedited shipping options. Shipment times can vary depending on addresses, products, and other factors. Some items marked with free shipping may be shipped USPS Priority Mail or UPS Ground which is generally a 1-7 Day delivery for addresses in the continental United States. Plumbers Best Supply LLC™ is not responsible and does not provide compensation for any added project costs for delays due to longer processing times, back-order, shipping delays or times, carrier guarantees, or errors.

Shipping Carriers may post delays, longer shipping times, and suspension of guarantees for a variety of circumstances. Please check the carrier's website for any notifications.
For an order to be considered for FFA the shipping address but be in the State of Florida. FFA qualification is determined based on may factors (products, quantity, costs, and more). If an order qualifies, the order will be updated with free shipping costs, and an updated invoice will be sent.

PO Box and Rural/Residential Addresses: We do not ship to PO boxes. Please use a street address when ordering and you will also need to specify whether it is a business or residence. If the address is located in a residential or rural delivery, there may be additional freight charges imposed by the shipping carrier. Please ensure you mark residential if in rural or residential zone even if you are a business as the carriers charge for rural/residential zone regardless.
No signature: Orders will be shipped with no signature required to deliver the package. If you would like a signature to be required to complete the delivery, please specify this on the order documentation or in the notes section during checkout when ordering online. There will be additional shipping costs for this option. Plumbers Best Supply LLC reserves the right to add this option and cost for specific shipments and circumstances

Shipping charges:
All order's shipping rates are reviewed as they are initially an estimate and subject to change. Final shipping costs will be updated if needed. Any changes will have an updated invoice receipt emailed. If changes to the shipping method or carrier chosen is needed, we will notify you to confirm the change. Any changes in cost will have an additional transaction for the additional cost or refund. For large orders to be considered to qualify for FFA, the order shipping address must be in the State of Florida. Shipping cost estimates online: Shipping charges shown in the online shopping cart are estimates only and are based on estimated weight. It is not able to take in consideration of some factors like dimension weight, multiple products or boxes, extended lengths, packaging, and other Carrier and handling fees. Also, UPS can do updates where their server is down and cause costs to show high. We will verify the shipping cost once the order is received and email you an updated order confirmation/receipt if an adjustment was needed.

If you wish to get an actual shipping quote for the products and quantity before you order, please contact us.

Other Charges: The customer is responsible for any extra charges incurred for any shipment. Please make sure you give us the correct shipping address and details to avoid any delays, extra charges, or un-deliverable shipments. Shipping cost amounts are only an estimate therefore we reserve the right to adjust the shipping cost on the order. We will notify you of any increase or decrease in cost with a new order invoice receipt. Any additional shipping or freight costs and fees that incurred during the shipment, will be billed and charged to the customer.

Additional Fees: Some Products may have additional handling fees, based on the shipping locations, to be added to the order after review.

Any additional charges or costs incurred before, during or after the shipment will be the responsibility of the customer. You will be notified of any additional charges. These additional charges will be billed at the time of order, and if any unforeseen fees and costs are charged by the Carrier after delivery has been completed and once the final shipment invoices have been received, you will be billed on the order for any additional shipping fees and costs that incurred.

For Puerto Rico shipments, once shipment arrives to Puerto Rico destination, the customer is responsible for all Duties, Taxes, and Fees, and must be paid before carrier will release shipment for delivery.

Shipment Confirmations: Once any shipments for an order has been processed, a notification email will be sent letting you know of the shipment and the estimated date of arrival within 24-48 hours from the time of shipment as a courtesy. It is the customer's responsibility to ensure someone is available at the shipping address, the estimated day the shipment/s are to arrive, to receive your package/s. We will notify you of any alerts or changes to this estimated date. If the package/s are not able to be delivered the carrier may try again. However, they will be returned if unable to be delivered.

To avoid return of packages, please contact us immediately to reschedule another day for the delivery or a pick up at the local hub. Changes to any order shipments must be made by Plumbers Best Supply LLC. Due to rising fraud, tracking numbers are only given upon request and special circumstances.

Any returns will incur additional shipping costs for the return and re-shipment of the packages, plus any other fees charged by the Carrier. The costs are the responsibility of the customer and will be invoiced and charged on the order.

Oversized Packages, Dimensional Weight, and Special Handling:
Oversized, extra length, or heavy items, may require special handling and may have additional surcharges. Even on standard small package shipments, you may find standard shipping costs higher than normal because of this, for extra-long items or over 50 lbs, have standard fees added. We will notify you prior to your shipment of any problems, special requirements, and any additional surcharges.

Small parcel shipping costs are calculated by the carrier being used. Package weight and size are both factored into the costs. Items are charged "dimensional weight". Items which are oversized are charged additional handling.

Truckline shipping and less than Truckload: Shipments with a lot of weight, large or bulky items, and/or a large quantity of boxes might ship via LTL or common carrier. The shipping method and carrier will be chosen at our discretion. Additionally, with large truck line shipments, sometimes there are unexpected, additional fees and delivery costs charged once the shipment has been completed. Tailgate Delivery: Common carrier deliveries are "tailgate" only deliveries. This means that the truck driver will only move the item to the tail gate of the truck. The customer is responsible for off-loading the item and moving the item from that point. Please arrange to have help present to assist you in offloading your product. If the driver is required to assist in unloading the shipment an additional fee will be charged by the truck line.

Liftgate Delivery Options: Liftgate trucks are specially designed trucks that have a lowering system present to assist in off-loading your item from the truck to the ground. A lift gate delivery needs to be arranged IN ADVANCE and will be required for any delivery being made to a residential address or location that does not have a dock. It must be arranged in advance of shipment. This has a fee that will need to be added to the shipping costs. Please contact us for additional information and pricing. Residential Delivery: Any LTL shipment being delivered to a residential or hard to access area like a project site will have an extra fee added to the shipping costs. Please contact us for additional information and pricing.
Delivery and Transit Times: All deliveries are estimates and are estimated using regular business days. Estimates exclude Saturday, Sunday, and Holidays. We do our best to give you the best estimate of when your order will ship and be delivered. Estimated shipping dates are based on time of day your order was received, order processing time, payment processing, destination address, holiday season, and delivery traffic. We are not responsible for late deliveries by carriers.

Privacy Policy:

What information do we collect?

We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously. We also collect information about gift recipients so that we can fulfill the gift purchase. The information we collect about gift recipients is not used for marketing purposes.

Like many websites, we use "cookies" to enhance your experience and gather information about visitors and visits to our websites. Please refer to the "Do we use 'cookies'?" section below for information about cookies and how we use them.

How do we use your information?

We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

*To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested.
*To allow us to better service you in responding to your customer service requests.

*To quickly process your transactions.
*To administer a contest, promotion, survey or other site feature.
*If you have opted-in to receive our e-mail newsletter, we may send you periodic e-mails. If you would no longer like to receive promotional e-mail from us, please refer to the "How can you opt-out, remove or modify information you have provided to us?" section below. If you have not opted-in to receive e-mail newsletters, you will not receive these e-mails. Visitors who register or participate in other site features such as marketing programs and 'members-only' content will be given a choice whether they would like to be on our e-mail list and receive e-mail communications from us.

How do we protect visitor information?
We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.
Do we use "cookies"?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart.
They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Netscape Navigator or Internet Explorer) settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, you won't have access to many features that make your site experience more efficient and some of our services will not function properly. However, you can still place orders over the telephone by contacting customer service.

Do we disclose the information we collect to outside parties?
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However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

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Changes to our privacy policy:
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