



HVAC/R Engineering and Design

VentDepot, Inc. Toll Free 1-888-514-1516
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Free Shipping Policy

EI_CLI_POL_Free Shipping Policy_VentDepot US
Updated on April 13th, 2010

Dear valued customer:

VentDepot.com ships directly from factories to you in the U.S. and other countries.

Items sold with a total value after discount of \$1,000.00 or more, and fit under the Fed Ex package dimensions will ship for free via Fed Ex Ground service in the continental U.S. Items that do not fit under the package dimensions will ship ground freight and shipping will be charged.

VentDepot stocks some items at factory warehouses, due to the time a factory processes a Purchase Order (1 to 3 days), we can not accept orders with Next Day or Second Day shipping.

Items which are large and heavy require a pallet and are delivered by LTL transportation (Less than Truck Load). This kind of transportation will be quoted with the factory's lowest cost trucking company and delivered to you by ground freight. The shipping cost will be added to your order; you will be notified by email to accept the order's New Total before it is charged to your Credit Card or Electronic Check.

Most items are built to order and have a Lead Time, or time in which the products need to be built. Please try to purchase your orders ahead of time in which you will need the product, so there are no delays. Most items can ship from 3 to 15 days after order; however larger orders and larger products may take between 2 to 6 weeks to build.

Due to orders being custom built, we do not accept returns or refunds for orders delivered and which are not cancelled on time (before they are built).

VentDepot, strives to provide excellent service, we have HVAC Engineers in our staff that can answer HVAC questions for you. Please do not hesitate to call us, 1-888-514-1516.

Sincerely,

Chief Financial Officer CFO,
VentDepot, Inc.