



HVAC/R Engineering and Design

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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 in the United States and other countries.

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

VentDepot stocks some items at factory warehouses, since a factory processes a Purchase Order (1 to 3 days), we can not accept 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 is quoted with the factory's lowest cost trucking company and delivered to you by ground. The shipping cost will be added to your order; you will be notified by email of a New Total before it is charged to your Credit Card or Electronic Check.

Most items are built to order and have a lead time which the products need to be built. Please try to purchase your orders in advance of your time which you will need the product, so there are no delays. Most items can ship from a factory in 15 days, 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. HVAC Engineers in our staff that can answer HVAC questions for you. Please do not hesitate to call 1-888-514-1516.

Sincerely,

Chief Financial Officer CFO,
VentDepot, Inc.