

MFS SUPPLY LLC'S SHIPPING POLICY

EFFECTIVE DATE: January 28th, 2022

Welcome to MFS Supply LLC's ("MFS Supply") website, www.MFSSupply.com. Some purchases are eligible for free shipping, as explained on the product's webpage, or if the order total exceeds \$300 and the items are not excluded from this free shipping option. If your order contains over \$300 of small parcel products, your order will be eligible for free shipping via FedEx Ground® and the free shipping discount will automatically be applied at checkout. Free shipping is only for delivery addresses located in the lower 48 states.

For purchases that are not eligible for free shipping, the shipping and delivery options are below and, during checkout, you will be asked your shipping and delivery preferences: MFS Supply's shipping fees are independent of each other, but shipping fees will be calculated together at checkout. Depending upon the items you are purchasing, your order may have multiple shipping costs applied at checkout. MFS Supply may choose to ship your order via LTL for various reasons. LTL does not qualify for free shipping.

SMALL PARCEL

Small parcel products are items able to ship via Federal Express (FedEx). These items are eligible for our free shipping at \$300/order program unless otherwise excluded.

FedEx orders will be shipped out of MFS Supply's Ohio or Georgia warehouses.

- For any orders that total less than \$300 in small parcel products, the shipping cost will be calculated for the customer during checkout and the cost will vary by method selected and delivery address.
- Small parcel items that we carry in stock will be shipped out same day if the order was placed by 4:00 pm EST, Monday through Friday. Orders placed after 4:00 pm EST or on non-weekdays will be shipped the following weekday
- Delivery via USPS and FedEx should be between 1-3 days. You can view our FedEx shipping map [here](#)
- For small parcel products ONLY:
 - For pickups at our Solon, Ohio Warehouse you may pick up between 8:00 am and 5:00 pm EST, Monday through Friday
 - For pickups at our Atlanta, Georgia Warehouse you may pick up between 8:00 am and 5:00 pm EST, Monday through Friday.

PLEASE NOTE: Customer picking up orders must bring a valid receipt or order confirmation for the order they are picking up.

Please allow 2 hours between placing your order and picking it up (knockdown cabinets require 1-2 business days between placement of order and pick-up)

HVAC

Shipping cost for HVAC products is a flat fee of \$75. This \$75 covers all HVAC items added to your cart (not \$75 per HVAC item).

PTAC

Shipping cost for PTAC products is a flat fee of \$60. This \$60 covers all PTAC items added to your cart (not \$60 per PTAC items).

CABINETS & CABINET REFACING:

Cabinetry and cabinet refacing cannot currently be purchased directly through www.mfssolutions.com. One of our sales representatives will walk you through your shipping options for these programs.

LESS THAN TRUCKLOAD FREIGHT SHIPPING (LTL)

Specific large products and large orders of products placed on www.mfssupply.com may ship LTL. The cost of the LTL shipment will depend on carriers rates and will be passed on to the customer.

RISK OF LOSS

Title and risk of loss passes to you upon delivery to the shipping address specified by you when you place your order and you are solely responsible for providing the correct delivery address.

CONTACT

If you have questions about this Shipping Policy, please contact MFS Supply as follows:

CALLING: 800.607.0541 - toll free or 440.248.5300 - local

EMAILING: customerservice@mfssupply.com

WRITING:

MFS Supply LLC
Ohio/Headquarters
31100 Solon Rd Ste 16
Solon, OH 44139

MFS Supply does not guarantee that it will receive all such e-mail or other information timely and accurately and shall not be legally obligated to read, act on or respond to any such e-mail or other information. Be aware that Internet e-mail typically is not secure.

DIFFICULTIES ACCESSING OUR SHIPPING POLICY

Individuals with disabilities who are unable to usefully access this Shipping Policy on www.mfssupply.com may contact us at the above-listed contact information to inquire how they can obtain a copy of our Shipping Policy in another, more easily readable format.