

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 eligible small parcel products, your order will be eligible for free ground shipping. 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 provided during checkout. In the instance that a customer has +\$300 of eligible small parcel products in their cart, as well as an ineligible free shipping item, the customer will be presented a discounted shipping cost. This discounted shipping cost will be less the cost of shipping the +\$300 free shipping eligible items. Customer will be responsible for the cost of shipping the product that is ineligible for the free shipping promotion. 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 Ground services of FedEx & UPS. These items are eligible for our free shipping at \$300/order program unless otherwise excluded.

All small parcel shipments are shipped out of our Tennessee location:

- 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 UPS and FedEx should be between 1-3 days, but this depends on your delivery address. Contact our team for assistance regarding delivery dates & times

HVAC & PTAC

HVAC & PTAC cannot currently be purchased directly through www.mfssupply.com. One of our sales representatives will walk you through your shipping options for these programs.

CABINETS & CABINET REFACING:

Cabinetry and cabinet refacing cannot currently be purchased directly through www.mfssupply.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.