

## **Shipping and Delivery Policy**

Most in-stock items ship within one business day via Regent Supply's carrier of choice. Most orders received by 4PM MST, Monday to Thursday, will be shipped next day. Credit account customer shipping destinations within the local delivery area of a Regent Supply branch should be delivered next day by that branch's fleet of delivery trucks. Special orders may require additional shipping time, and averages 7 to 14 business days. All special orders may be subject to a 100% deposit, cannot be cancelled, and cannot be returned.

Additional shipping and / or handling charges will apply to destinations in remote or secluded areas where common commercial couriers do not deliver, and to the shipment of large, oversized, cubed or heavy items that require special handling, including dangerous goods. You will be advised of additional freight charges prior to your order being shipped.

At this time, Regent Supply does not ship outside of Canada. Freight charges are priced by order, based on final shipment dimensions, weight, and receipt site location.

Regent Supply endeavours in good faith to ship all orders as soon as possible, but cannot guarantee delivery by a specific delivery date. Regent Supply is not liable for any delay in delivery, including but not limited to as a result of non-performance caused by an act of God, war, labour disputes, civil unrest, accidents, the inability to obtain materials, delays of carriers, contractors or suppliers, or any other causes of any kind which is beyond the control of Regent Supply. Please contact your local Regent Supply location to inquire about orders with more specific shipping requirements.

Regent Supply reserves the right to select its carrier of choice for all shipments, and makes use of Canada Post, along with other commercial couriers. Please specify any delivery instructions when placing your order, including requests that orders be held for pickup at a post office or courier depot.

All orders are shipped F.O.B. Point of shipment and risk of loss will transfer from Regent Supply to Buyer upon tender of products to Buyer, Buyer's representative, or applicable common carrier. Accordingly, Regent Supply is not responsible for any loss or damage to orders during transit. In the event of damage caused by carrier, please retain any damaged cartons or other packaging for carrier inspection.

Buyer shall examine all products upon receipt. All claims for damage, shortage, errors in shipment or improper delivery must be made within 24 hours of delivery. After this time, Buyer will be deemed to have irrevocably accepted the products, if not previously accepted, and will have no right to reject the products or to revoke acceptance. In order to make a claim, you must provide your order information to Regent Supply Customer Care at 1-800-438-5042 or [info@regentsupply.com](mailto:info@regentsupply.com).

## **Branch Pickup Orders**

You may arrange for in person pickup of your order at a local Regent Supply branch if such order is placed directly with that branch, or through Regent Supply Customer Care at 1-800-438-5042. To prevent fraudulent orders, pickup orders will only be released to the Buyer upon presentation of the payment card used to process the purchase, together with valid and matching photo identification. If this is not possible, or you wish to make other arrangements, please do not place a pickup order online; contact Regent Supply Customer Care directly to coordinate.