

Shipping Terms

- Orders for in-stock items placed before 2PM Central Time will be shipped same day.
- All orders are shipped at standard ground rates plus a \$4.00 handling fee.
- Orders over 150 lbs. are shipped LTL at the shipper's discretion. LTL rates will apply.

Overnight Shipping

- Customers may choose Standard or Priority AM Overnight service for an additional fee.

Damaged and Short Shipments

- When merchandise is shipped from our warehouse, by law it becomes your property. The bill of lading is an acknowledgement from the transportation company of the receipt of the merchandise received in good condition.
- Under no circumstances should you refuse a shipment from Jerry Pate Company (JPC) or any other JPC vendor. Even if you know the shipment is in error, accept the items and contact our Customer Care Department to resolve the matter. Refusing a shipment will automatically subject you to additional freight charges and restocking fees.
- If any damage or shortage is noted, or does not agree with the bill of lading, do not accept the shipment without noting the damage or shortage on the freight bill and obtaining the signature of the driver. Failure to do so may jeopardize your recovery from the transportation company.
- Keep copies of all claims. Having copies of claims will ensure your protection with the carrier who is responsible for the damage or shortages. Certain carriers will require you to keep the original packaging.
- It is your responsibility to file a claim promptly with JPC. You have 10 days, from the date of receipt, to contact our Customer Care Department concerning any problems with your order. This policy includes shipments from both JPC, and any orders shipped direct from vendors.